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Consolidated Annual Report on Activities Implemented under the Joint Programme “Strengthening Capacity for Inclusive Local Development in South Serbia”

**Report of the Administrative Agent
for the period 1 January - 31 December 2011**

Multi-Partner Trust Fund Office
Bureau of Management
United Nations Development Programme
<http://mptf.undp.org>

31 May 2012

PARTICIPATING UN ORGANIZATIONS



International Labour Organization (ILO)



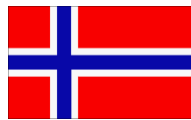
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[STRENGTHENING CAPACITY FOR INCLUSIVE LOCAL DEVELOPMENT IN SOUTH SERBIA

GENERIC ANNUAL PROGRAMME NARRATIVE PROGRESS REPORT

REPORTING PERIOD: 1 JANUARY – 31 DECEMBER 2011

<p>Programme Title & Project Number</p> <ul style="list-style-type: none">• Programme Title: Strengthening Capacity for Inclusive Local Development in South Serbia• Programme Number (if applicable)) 00075710• MPTF Office Project Reference Number: 00075710	<p>Country, Locality(s), Thematic/Priority Area(s)</p> <p><i>Country/Region</i> <i>Serbia (SRB10)</i></p> <hr/> <p><i>Inclusive development</i></p>
<p>Participating Organization(s)</p> <ul style="list-style-type: none">• Organizations that have received direct funding from the MPTF Office under this programme <p><i>UNDP, UNICEF, ILO</i></p>	<p>Implementing Partners</p> <ul style="list-style-type: none">• National counterparts (government, private, NGOs & others) and other International Organizations• 13 municipalities in South Serbia• The Coordination Body for South Serbia,• Ministry of Public Administration and Local Self Government• Ministry of Economy and Reg. Development• The Ministry of Youth and Sport,• Ministry of Human and Minority Rights• Ministry of Labour and Social policy• Ministry of Health• Ministry of Education• Youth offices• Schools in South Serbia• Centres for Social Work (CSW)• Civil society organisations.• The Coordination Body for South Serbia• The Ombudsman Office<ul style="list-style-type: none">• National Employment Service (NES)• Regional Development Agency (RDA)• Commissariat for Refugees• Health care providers in South Serbia

Programme/Project Cost (US\$)

Pass-through contribution by the donor:

- *Government of Norway:* USD 1,878,785
- *Swedish International Development Cooperation* USD 2,453,757
- *Swiss Agency for Development and Cooperation* USD 750,000
- **TOTAL:** USD 5,710,284

Programme Duration

Overall Duration
36 months

Start Date

July 2nd, 2010

End Date (or Revised End Date)

Sep 30th, 2012

Operational Closure Date

Sep 30th, 2012

Expected Financial Closure Date

Sep 30th, 2012

Programme Assessment/Review/Mid-Term Eval.

Assessment/Review

Yes No

Mid-Term Evaluation Report

Yes No Date: 15 September 2011

Report Submitted By

- Name: Nicholas Hercules
- Title: Programme Manager
- Participating Organization (Lead): UNDP
- Email address: Nicholas.hercules@undp.org

PART I – ANNUAL NARRATIVE REPORT

I. Executive Summary

This 2011 Consolidated Annual Progress Report on Activities Implemented under Joint Programme Strengthening Capacity for Inclusive Local Development in South Serbia covers the period from 1 January to 31 December 2011. This Joint Programme uses a pass-through funding modality with the UNDP/Multi-Partner Trust Fund Office (MPTF Office) acting as Administrative Agent. The MPTF Office is responsible for concluding Standard Administrative Arrangements (SAAs) with donors and Memorandum of Understanding (MoU) with Participating UN, and Non-UN Organizations.

This report is in fulfilment of the reporting requirements set out in the SAA and the MOU and is consolidated based on information, data and financial statements submitted by Participating Organizations. It is neither an evaluation of the Joint Programme nor an assessment of the performance of the Participating Organizations. The report provide the Programme Steering Committee with a comprehensive overview of achievements and challenges associated with the Joint Programme, enabling it to make strategic decisions and take corrective measures, where applicable.

The PBILD Programme of the Ministry of Local Self Government of the Republic of Serbia built upon the solid foundations laid in the previous year to deliver some excellent and measurable results. Sustainability has been achieved in some areas with municipalities agreeing to assume budgetary responsibility for a number of economic and youth initiatives, recognising their true worth and value for their citizens.

The Mid-Term Evaluation found as much, commenting that PBILD is very relevant to the development context of south Serbia and has shown flexibility to adapt its approach to the recognised needs of the partners and beneficiaries. It further noted that the PBILD Programme has been a very relevant vehicle for enhancing capacities for inclusive development and peace building in south Serbia. Adding that the programme adequately targets and promotes positive policy and institutional measures to protect and empower socially excluded groups such as minorities, young people, children, women and potential and returning migrants. The programme's investment in building evidence based on social indicators and current status of vulnerable groups in the region has become a valuable resource for local and national government, but also international partners and social agents to develop interventions and measures to improve the status of vulnerable groups. The programme's work on strengthening capacities of national and local authorities, social service providers, regional development agencies, civil society and representatives of socially excluded groups themselves is a significant contribution to developing social capital, networks and links between social partners, but also contribution to developing effective and sustainable frameworks for protection of vulnerable groups.

The 2011 European Commission Progress Report on Serbia called for the Government to invest more in south Serbia. The economic development component of PBILD anticipated this call and invested over USD 1.5 million to increase the overall economic prosperity of the region, and reduce discrepancies in wealth and employment between ethnic groups, and with other parts of the country. In spite of these efforts, the impact of the global economic crisis hit Serbia, and especially south Serbia, hard. Government data showed that the south remains the most economically deprived area of the country with 11 of PBILD's target 13 municipalities now classified as economically devastated, with a GDP of less than 50% of the national average. Nevertheless, without PBILD's intervention the situation would arguably be even worse.

Highlights from 2011 include:

- 79 apprentices (37 men and 42 women) in Vranje and Leskovac, selected from 300 plus applications, successfully completed one month in-classroom training at the Workers' University of Vranje and

the Centre of Household Economics in Leskovac in occupations with labour shortages. They are now working with private companies, receiving on-the-job training with a view to securing a job at the end of the apprenticeship.

- The National Employment Service (NES) revised the Students' Careers' Guide to make it interactive online and to align it with EU best practice in targeting unemployed youth and first time labour market entrants.
- The NES organised four career guidance sessions for 268 students and 39 teachers from 14 schools in Vranje, Bujanovac, Leskovac and Vlasotince.
- Lebane and Vladicin Han opened Offices for Start-Up Entrepreneurs and 60 entrepreneurs passed Business Planning training. The entrepreneurs showed their products for the first time at the Belgrade SME Fair in November 2011.
- 27 women from Vlasotince and Crna Trava formed the Vlasina Lake Housewives Co-Operative to turn their family fruit-picking and baking activities into a collective business to generate more income. The Housewives won a Gold Medal at the Second Annual Regional Ethno Food Fair in Nis, took part in the Ethno Food Fair in Belgrade and at the Invest Expo Fair in Novi Sad.
- 400 young people from Presevo and Bujanovac municipalities gained skills in: writing CVs, writing a cover letter, preparing for a job interview, IT and English language.

Public Services became more equitable and access improved to public services and welfare benefits, including basic registration documentation, health and education. Highlights from 2011 include:

- 667 Roma individuals obtained their first ever ID cards and personal documents thanks to free legal aid enabling them to exercise education, health and welfare rights.
- 2,000 IDPs and refugees provided with free legal aid, allowing IDPs and refugees easy access to basic socio-economic and property rights, resolving problems with personal documentation and other legal issues.
- 565,227 birth, marriage and death records and citizenship certificates for IDPs computerised, enabling IDPs from Kosovo to register, obtain documents, and access services much more easily.
- 55 IDP families, with 262 members, purchased village houses across Serbia or received building material packages to finish construction of their private houses helping the Serbian government fulfil its Closure of Collective Centres Strategy.
- 10 Youth Office and NGO projects are: establishing voluntary services, opening Youth Clubs, and implementing youth programmes. These include voluntary programmes through which young people are engaged in: literacy promotion with the Public Library; programming at local TV and radio stations; and organizing workshops for Roma children with NGOs. Programmes have enabled the qualification of 18 young people as peer career informers which resulted in 76 young people being advised on their career through peer workshops. In addition, 62 young people aged between 15 and 30 have learned how to search for a job, start their own business, register their own company, and write a business and marketing plan.
- 47 municipal administrators, Centres for Social Welfare and Youth Offices are better able to use DevInfo and other data for evidence-based decision making in monitoring, reporting and evaluation. This enables municipalities to plan better and utilize available resources for more effective social inclusion and reduction of poverty in the region.
- 84 teachers from 19 primary schools are now using active learning approaches in teaching Serbian as a non-mother tongue to the minority children from Bujanovac, Presevo, Medvedja, Bosilegrad and Dimitrovgrad municipalities. With a better command of the Serbian language, national minority children will have easier access to higher education and employment opportunities.
- The National Ombudsman Office opened three offices in each of Presevo, Bujanovac and Medvedja, establishing its first field presence outside of Belgrade. This has improved the access to public services for all, improved the level of enjoyment of human rights for all, and promoted good governance principles in the region.

- Ombudsman Office staff capacity was developed through Legal English lessons and three study visits to Croatia, Portugal and Sweden Ombudsman Institutions.
- More than 1,500 Roma have been reached with individual and group health education activities while 360 Roma have been reached and identified in the health system for the first time, 115 Roma have selected their chosen doctor, 87 children were vaccinated, and for 73 children health insurance was secured. In addition, 238 health professionals were educated on Roma culture, vulnerabilities and rights within the health care system.

Migrants in south Serbia were provided with appropriate support to participate in the social and economic life of the region. Highlights from 2011 include:

- To enhance municipal capacities for migration management five Citizens` Advisory Services were established in Vladicin Han, Vranje, Medvedja, Leskovac, and Bujanovac which led to:
 - 847 advisory services given to obtain documents.
 - 5,600 individual registry book records and certificates digitalized in Bujanovac.
 - 1,003 social welfare cards created and entered into databases in Medvedja and Leskovac.
 - Eight outreach services were improved in Vladicin Han, Vlasotince, Bojnik, Leskovac, Trgoviste, Crna Trava, Bosilegrad and Vranje which led to:
 - 250 people receiving home care services and 37 home carers from Bojnik, Leskovac, Vladicin Han, Trgoviste trained and certified.
 - 8 adult social house residents retrained and certified.
 - 27 Roma, Serbian, Albanian (IDPs, refugees, returnees) trained and certified as hairdressers, beauticians, barbers, taxi and lorry drivers.
 - 70 municipal administrators trained in how to proceed with the reintegration process of returnees according to readmission agreements.
 - The guidebook on How to proceed with the integration of returnees and an Info booklet for returnees according to readmission agreements in Albanian, Roma and Serbian was revised, printed and widely distributed.
 - To raise awareness on migration management the first survey on migration potential in south Serbia followed a high-level Ambassadorial conference Asylum challenges vs. economic opportunities. TV documentaries have been commissioned on: youth and migration, rural-out migration, ethnic minorities and migration, one of which will be shown at the 18th Golden Beggar Film Festival in Slovakia.

Media: PBILD dramatically raised its profile among the public and policy makers thanks to whole-hearted and concerted outreach efforts. Over a dozen Ambassadorial level visits were recorded, two ministerial visits and ten State Secretary level visits to south Serbia through PBILD. The website <http://rs.one.un.org/pbild/> grew in popularity and interest thanks to its continual updating and video content. Local media appearances registered at over a hundred.

Good governance in south Serbia grew thanks to USD 1.2 million being invested through government's own structures and budget, enabling civil servants at both national and local level, through daily mentoring from PBILD, to truly understand and implement Serbian procurement and financial laws and procedures in accordance with EU standards.

Structure of the Report

This report is presented in two parts. Part I is the Annual Narrative Progress Report and Part II is the Annual Financial Progress Report. Part I is presented in six sections. Section I is the Executive Summary; Section II provides a purpose of the Joint Programme; Section III presents an overview of resources; Section IV highlights implementation and

monitoring arrangements; Section V provides an overview of the achievement of the Joint Programme and the challenges; Section VI presents future work plan and Section VII draws on indicator based performance assessment.

II. Purpose

PBILD's goal is to contribute to inclusive, peaceful and sustainable development in South Serbia. The four outcomes, or focus areas, of PBILD's work are:

Outcome 1 - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

- Output 1.1 - Increased confidence of local population in key institutions of local and national government
- Output 1.2 - Strengthened inter-ethnic understanding and collaboration among adolescents and young people

Outcome 2 - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

- Output 2.1 - Municipalities have strengthened ability to formulate, implement and monitor policies in relation to public service provision, and in particular, develop an awareness of the differential impact of policies on different ethnic groups
- Output 2.2 - Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled
- Output 2.3 Improved quality of public services, especially in those sectors that have potential to increase inter-ethnic dialogue and reduce conflict risk
- Output 2.4 Support to capacity development and awareness raising of the role of Ombudspersons Outreach Office in South Serbia

Outcome 3 - Economic Development: Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between ethnic groups, and with other parts of the country

- Output 3.1 - The labour market disadvantage of population groups and geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements.
- Output 3.2 - Increased funding for regional and municipal level projects that will impact upon job creation

Outcome 4 – Migration Management: Migrants from the region fully participate in the social and economic life of the region and thereby contribute to the development of their wider communities and Serbia's EU integration aspirations.

- Output 4.1 Municipal Administrative Services better meet the needs of Migrants
- Output 4.2 Municipal Capacity Development to Manage Migration Issues

Explain how the Programme relates to the applicable Strategic (UN) Planning Framework guiding the operations of the Fund/JP²

- PBILD thus contributes to achieving many of the Serbia UN Development Assistance Framework (UNDAF) priorities and country programme outcomes:

UNDAF Outcome	PBILD contribution
<i>UNDAF Outcome 1: Strengthened Good Governance</i>	In particular through capacity-building for local government on gender and minority rights, support for the Ombudsman's Office, and capacity-building and funding for civil society, including partnership work with local government.
<i>UNDAF Outcome 2: Sustainable Development and Social Inclusion Enhanced</i>	In particular through work on access to education and health services, through work to capacitate and empower youth, and through work on employment and upgrading vocational education training in the area.
<i>UNDAF Outcome 3: Increased Regional Stability and Co-operation</i>	In particular through work to promote regional development and co-operation across the PBILD target area and between local and central government, through both research on and capacity-building for migration management, and through facilitating and promoting partnership between civil society and local government.

III. Resources

Financial Resources:

- Provide information on other funding resources available to the project, if applicable. Please refer to information on the [Annual Reporting Cover Page](#).

The 'Peacebuilding and Inclusive Local Development' (PBILD) programme is composed of two joint UN programmes: 'Promoting Peace Building in south Serbia' funded by the Spanish Fund for the achievement of Millennium Development Goals (MDG-F) in the amount of USD 2,500,000 and 'Strengthening capacities for Inclusive Local Development in south Serbia' funded by the Government of Norway, Swedish International Development and Swiss Agency for Development and Cooperation in the amount of USD 5,127,900. Additionally, UNDP has contributed with USD 600,000 through the Bureau for Crisis Prevention and Recovery (BCPR) and USD 84,733.46 through the TRAC Fund. Furthermore, the 2012 cost extension agreement was signed at the end of 2011 with the SDC in the amount of USD 444,383.84.

- Provide details on any budget revisions approved by the appropriate decision-making body, if applicable.

The only budget revision in 2011 was related to the savings on the IDP budget line in the amount of \$47,257 from 2010 which was transferred to 2011 and spent on the purchase of village houses. This budget revision is related to the MDG-F part of the PBILD programme and was approved by the Programme Steering Committee, held on 5th of May 2011.

Human Resources:

- National Staff: Provide details on the number and type (operation/programme).

PBILD team post Programme/Operation	Staff person	Agency	Inter./National	Start Date
Deputy Programme Manager (Programme)	Tatjana Strahinjac-Nikolic	UNDP	National	21 April 2010
Finance & HR Assistant (Operation)	Dragan Ristic	UNDP	National	15 March 2010
Project Co-ordinator for Migration (Programme)	Milijana Merdovic	UNDP	National	29 Nov 2010
Project Co-ordinator for Governance & Social Inclusion (Programme)	Marina Babovic	UNDP	National	26 April 2010
Project Co-ordinator for Regional Development & Strategic Planning (Programme)	Armend Aliu	UNDP	National	22 April 2010
Logistics & Procurement Assistant (Operation)	Nenad Nakic	UNDP	National	1 Oct 2010
Communications Assistant (Programme)	Mustafa Skenderi	UNDP	National	5 July 2010
Project Co-ordinator for Children & Youth (Programme)	Jelena Despotovic	UNICEF	National	26 July 2010
Project Co-ordinator for Employment (Programme)	Jelena Savic	ILO	National	19 July 2010

- International Staff: Provide details on the number and type (operation/programme)

During 2011 the PBILD Programme Manager changed. Chrissie Hirst left on 31 January 2011, choosing not to renew her contract, and Nicholas Hercules was recruited in February and started working on 7 March 2011.

Programme Manager (Programme)	Nicholas Hercules	UNDP	International	7 March 2011
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IV. Implementation and Monitoring Arrangements

- Summarize the implementation mechanisms primarily utilized and how they are adapted to achieve maximum impact given the operating context.
- Provide details on the procurement procedures utilized and explain variances in standard procedures.

- Provide details on the monitoring system(s) that are being used and how you identify and incorporate lessons learned into the ongoing programme, including corrective actions that may have been taken.

In 2011 the PBILD Programme continued the implementation of the integrated Result Based Monitoring and Evaluation Framework and Plan which provides a methodological approach and practical tools for regular monitoring and reporting.

Approach:

The majority of programme activities create changes in organisations and institutions present at the local level. Some of them were in the starting/establishing phase whereas the others in the phase of working or non-existence. Therefore, the programme has to interfere in the field of systems, structures, the skills of their people, strategies, policies etc.

Monitoring Tools:

1. The baseline survey was conducted in 2010 i.e. Inclusive Development Opinion Survey.
2. Pulse Survey – initiated in 2010 in order to get a rapid assessment of changes in public opinion relevant to the programme as they happen. It consists of one page (11 total) multiple choice questions. These questionnaires are distributed by the programme team members, and other organisations (e.g. NGOs, youth offices) to around 100-150 people throughout the programme area. The only change that happened was related to the frequency of this survey. Initially, the plan was to do this every quarter, but since this involves changes in economic situation and the way the public institutions are operating, decision was made to conduct this survey on semi-annual basis.
3. Institutional Change Scorecard- The institutional monitoring scorecard brings together the key indicators relating to institutional change. This scorecard is updated semi-annually instead of quarterly.

Monitoring reporting instruments:

- Weekly reports
- Quarterly reports
- Semi annual MDG-F M & E reports
- Annual MPTF reports
- Report on any assessments, evaluations or studies undertaken.

PBILD mid-term evaluation was conducted in August – September 2011. The improvement plan related to the recommendations of the mid-term evaluation was prepared and approved by the Programme Steering Committee.

Furthermore, all the PBILD training in 2011 had included the pre-evaluation and post evaluation element. Some of those were: M&E training related to DevInfo data base, strengthening capacities of Youth Offices in monitoring, reporting and evaluation, capacity development of Citizens Assistance Centres on migration issues etc.

In order to assess training needs and capacities of the political parties, local government officials, National Minority Councils and the Coordination Body representatives in the area of gender and minority rights issues, an assessment was carried out on a local (in all 13 municipalities) and national level. The assessment revealed the low level of knowledge on gender and minority rights issues and practices and its low utilization in their daily work. The assessment findings were used to design modules for the trainings that will be delivered in the first half of 2012.

The Administrative Agent

Participating Organizations have appointed the UNDP MPTF Office to serve as their Administrative Agent (AA) for this Joint Programme. The AA is responsible for a range of fund management services, including: (a) receipt, administration and management of donor contributions; (b) transfer of funds approved by this Joint Programme to Participating Organisations; (c) Consolidate statements and reports, based on submissions provided to the AA by each Participating UN Organisation; (d) synthesis and consolidation of the individual annual narrative and financial progress reports submitted by each Participating Organization for submission to donors through the Programme Steering Committee. Transparency and accountability of this Joint Programme operation is made available through the Joint Programme web site of the MPTF Office GATEWAY at <http://mptf.undp.org/factsheet/fund/JRS00>.

V. Results

- Provide a summary of Programme progress in relation to planned outcomes (strategic results with reference to the relevant indicator) and outputs; explain any variance in achieved versus planned outputs during the reporting period.

Outcome 1 - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

Supporting Coordination Body to implement priority activities/ projects

Coordination Body, Albanian National Minority Council and Bujanovac, Presevo and Medvedja Municipalities educated to support Albanian and other minorities. This was done through several training related to culture, gender and other activities.

Capacities of civil society organizations from Presevo and Bujanovac dealing with youth issues strengthened through training and implementation of grants.

Instead of support for working groups that are inactive and indifferent, Coordination Body proposed supporting equipping of newly formed Economic Faculty in Bujanovac (request approved by the Programme Management Committee).

Developing civil society sustainability and partnerships with municipalities by providing grant and other support

Implementation of 8 Local Partnership Grants aims to improve relationship between Civil society organizations and Local Self-Governments from Jablanicki and Pcinjski district by implementing grants in support to gender equality, national minorities and people with disabilities thus contributing to greater inclusion and understanding.

Strengthen inter-ethnic understanding and collaboration among adolescents and young people

The youth infrastructure as well as inter-ethnic understanding among young people in south Serbia was further strengthened through the initiation of youth grants aimed at promoting voluntarism, participation, increasing social cohesion and inclusion of young people, and improvement of employability skills. An important vehicle for these activities has been the establishment of youth clubs and voluntary services, especially targeting vulnerable youth. The development and functioning of youth clubs and voluntary services is based on national and international experience and a tailor made package of capacity building activities.

Through the implementation of project grants the establishment of Youth Clubs was initiated in Presevo, Bujanovac, Vladicin Han and Leskovac municipalities, and voluntary services introduced in Surdulica, Vlasotince, Bojnik and Vranje. These institutional mechanisms are increasing the opportunities for young men and women (especially those from socially excluded groups) to participate in and contribute to the

social life of their community and decrease the ethnic distance by engaging with their peers from different backgrounds.

Three NGO-led community projects, covering all 13 municipalities, directly contributed to the enhancement of the inter-ethnic dialogue and collaboration of young people through participation in local project teams and trainings. One of these – support to the network of secondary school parliamentarians in Jablanica district, resulted in increased motivation and capacity to engage and lead change in their communities.

Additionally, the implementation of youth also involved strengthening capacities of 8 youth offices for project development and implementation and particularly for monitoring and reporting, receiving tailored training and mentoring support.

Outcome 2 - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

Cross regional cooperation; Monitoring and Evaluation

PBILD programme established four regional working groups consisting of over 100 local authority and civil society representatives. Four themes covered by the RWGs are: Gender Equality (GE), Integrated Regional Development (IRD), Environment & Waste Management and Migration. The establishment and regular meetings of the RWGs enhanced inter-municipal cooperation and also, based on their action plans, provided excellent information sharing point and exchange of experience between members and their respective municipalities and provided good practice examples.

The initial assessment of strategic development documents implemented by PBILD programme with its conclusions on outdated strategic documents, led to the initiation of the process of revision/development of these documents in the eight interested municipalities (i.e. Vlasotince, Bujanovac, Vladočin Han, Surdulica, Crna Trava, Bosilegrad and Medvedja strategies are being revised whereas sustainable strategy for Vranjska Banja municipality will be developed). Emphasizing needs of both men and women of all ethnicities with specific monitoring and evaluation tools that will be created during the revision/development process will also increase municipal capacities to more accurately reflect priorities into the planning documents and will enable them to incorporate all local action plans into the overall revised/developed strategic documents.

2011 saw the continuation of efforts to strengthen the capacity of municipal administrations to use data in reporting, monitoring and evaluation of policies at the local level, in order to improve their ability for responsible planning and decision making. The findings from the assessment of municipal practices, capacities and training needs in the area of monitoring and evaluation conducted in 2010 were used for the development of a tailor-made M&E training module. The training was delivered in 2011 for heads of municipal departments for social affairs and general affairs, members of local economic development offices, youth offices and centres for social work from all 13 municipalities. The content of the training focused on data usage in decision making, particularly in policy development, design of new measures, and policy implementation. Municipal representatives were familiarized with the main elements and principles of monitoring and evaluation and contributed to the identification of data needed for decision making. The results of the pre and post-tests on attained knowledge and willingness to apply it revealed that the content of the workshop was very useful for the participants. The majority scored above 80% on acquired knowledge and 61.3% of participants expressed willingness to contribute to the establishment of a regular monitoring system in their municipalities. Additional feedback from the trainings indicated an interest in peer exchange of good practices in M&E among municipalities.

As a follow-up to this recommendation, and in partnership with the Social Inclusion and Poverty Reduction Unit (SIPRU) of the Government of Serbia and the Centre for Liberal and Democratic Studies (CLDS), a peer learning programme was developed. Training on both theoretical concepts of evidence based policy making and transfer of good practices from municipalities on use of data for decision making was delivered. Within this joint initiative (covering both PBILD and YEM municipalities) a call was launched for

municipalities to share good practices on usage of data for decision making and 10 municipalities were selected. The knowledge and experience of these municipalities will be used as inputs for further capacity building of PBILD municipalities, planned for March 2012, in using evidence for decision making.

The co-operation with the Statistical Office of the Republic of Serbia (SORS) continued and development of a local DevInfo database was advanced in order to make user-friendly municipal profiles containing key indicators. These are being updated regularly and made available by SORS twice a year. SORS familiarized municipal representatives with the content and potentials of the DevInfo database through the above mentioned basic M&E training. During the training, the list of proposed indicators for the Municipal Profiles was prepared. In order to finalize the list of indicators and agree on mechanisms of data exchange (between SORS and other institutions that are data producers) SORS created a special working group. This WG is reviewing the proposed indicators as well as their sources of data and proposing methods of data exchange between the various data producers and SORS.

Registration of children and assistance in obtaining other personal documents

PBILD continued to provide free legal aid in civil registration procedures to minority/vulnerable groups, creating conditions for their easier access to health and education services, as well as social benefits. The availability of free legal aid was widely communicated through community meetings, local media and visits to, primarily, Roma settlements in Lebane, Bojnik, Vladicin Han, Presevo, Vranje, Bujanovac, Bosilegrad and Trgoviste municipalities in order to raise awareness among the Roma community on the importance of birth registration and possession of personal documents. Through community meetings and field visits, vulnerable families were familiarized with basic rights and obligations, possibilities of accessing rights to permanent/ temporary residence, and rights/services in the area of health care and social protection.

Additional efforts were made to increase the engagement of municipal staff in resolving issues of access to birth certificates and other personal documents through meetings of staff/experts working in municipal services in this area. These meetings were also used to facilitate inter-sectoral and inter-departmental cooperation in solving issues of birth registration and access to other rights, and to raise motivation of municipal staff for a more pro-active approach to individual cases. Through this approach, the representatives of local bodies and institutions were also empowered to facilitate the participation of Roma individuals in the birth registration procedure, enabling easier access to their rights.

Inclusion of socially excluded children into the health care system

To increase access to and quality of health care for the Roma community and other vulnerable groups, a capacity development package for health workers and Roma Health Mediators was developed with the Ministry of Health (MoH). It aims at increasing understanding and the cultural sensitivity of health workers as well as their communication skills, focusing particularly on the Roma community. Both health workers and Roma Health Mediators training focuses on strengthening inter-sectoral collaboration to address the needs of the most vulnerable. Their knowledge and skills are being refreshed in the areas of mother and child health (particularly pre-natal care), reproductive health, early childhood care and development, including early identification and work with children with developmental problems and protection of children from violence, abuse and neglect.

Field reports of the Roma Health Mediators are directly fed into the Ministry of Health database, resulting in improved monitoring of the well-being of Roma. Further work on the database will enable the calculation of specific health and well-being indicators, important for planning future interventions.

Better provision of teaching in Serbian to children from south Serbia

The quality of education for minority children was enhanced through the implementation of the advanced active learning training module for teaching Serbian as a non-mother tongue. Through this training teacher capacities were improved in 19 primary and secondary schools in Presevo, Bujanovac, Medvedja and Bujanovac. The teachers were also equipped with skills to apply active learning in everyday work with students. They learned how to design, implement, monitor and evaluate classes primarily from the point of view of active participation of students to learn Serbian and to be able to apply it in daily communication. Improved skills of teachers is having a positive impact on minority student's knowledge and command of the Serbian language, thus facilitating their access to higher education and employment opportunities. Teaching/learning based on the active learning methodology also empowers children to generate knowledge on their own, to engage in effective social communication with young people of different ethnic backgrounds and further facilitates their inclusion in Serbian society.

In order to ensure the sustainability and further spread of the use of active learning methods, capacities of the 13 most motivated teachers were further built through the implementation of a training of trainers (ToT). These 13 teachers are now capacitated to provide support to other teachers in the application of active learning teaching methodology, as a framework for inclusive education.

Local access to the Ombudsman facilitated

The PBILD support to the national Ombudsman facilitated the establishment of three outreach offices at the local level in the target region i.e. Presevo, Bujanovac and Medvedja. Capacity development of staff has been improved through on the job learning/training, workshops and study visits. Offices renovations completed.

Outcome 3 - Economic Development: increased overall economic prosperity of the region, and reduced discrepancies in wealth between municipalities, between ethnic groups, and between women and men.

Local institutions capacity strengthened for addressing unemployment and regional development. The design of active employment programmes supported with key data analysis.

The main achievements of the employment component in the reporting period revolve around: i) capacity building of local labour market institutions, profile unemployed at risk of exclusion and identify the requirements of local enterprises, ii) the development of integrated packages of employment services and programmes to ease the transition to productive and decent work, and iii) the design of comprehensive competency descriptions for priority occupations with a view to develop adult training standards, training programmes and learning packages.

These achievements reflect the strategy that is based on i) addressing the low human capital endowments that leads to inactivity, precarious employment and poor quality jobs in the informal economy, and ii) strengthening the capacity of labour market institutions to design, monitor and evaluate targeted employment programmes. The lessons learned during the implementation of targeted active labour market programmes, as well as the continuous monitoring of local labour market trends informs the overall employment policy cycle.

Regional co-operation supported through the PBILD Regional Development Projects, 12 out of 13 municipalities of Pcinja and Jablanica districts involved in the implementation of regional development project. Centre for Development of Pcinja and Jablanica capacities strengthen in managing EU procurement procedures and Cross Border Program Bulgaria-Serbia funds.

Eight projects implemented by 12 municipalities in Peinja and Jablanica districts were initiated and 30-40% of sub-projects activities implemented. The projects implementation created strong partnerships and at the same time increased capacities for utilizing created partnerships to promote and support an enabling environment. Co-operation established through the PBILD Regional Development Projects increases this region capacities in preparing local self-governments for EU accession, and also assists the start up businesses, strengthening women entrepreneurship, develops capacities of municipalities for local economic development challenges, facilitates municipalities in better planning by offering better overview of situation to the domestic and foreign investors through instalment of Geographic Information System (GIS), assisting the creation of entrepreneurship spirit in 10 schools of the both districts, strengthening capacities of youth in soft skills for job search and communication. The implementation of PBILD regional development project will continue on 2012.

Centre for Development of Peinja and Jablanica districts increased their capacities in the field of financial reporting and procurement according to the European Delegation rules and regulations. Throughout 2011 utilizing the “on the job” learning approach, RDA staff improved capacities in the field of procurement procedures for the Cross Border projects Bulgaria-Serbia. RDA staff capacities were developed also through their participation at the study visit to Poland, which enabled them to see in practice how similar organizations function in the EU countries. The administering role of the PBILD`s Regional projects by the Centre managed to increase Centre`s visibility at both central and local level.

Outcome 4 - Migration Management: Migrants in South Serbia are provided with appropriate support to participate in the social and economic life of the region

During 2011 PBILD programme emphasis was on improving access to administrative services (advisory and outreach services) and integration of migrant needs in planning procedures that the local government is responsible for (local strategies and action planes). Investment in this sector is very important as the South Serbia region struggles with high emigration rates, which have especially been visible since the visa facilitation was granted to Serbia at the end of 2009. Significant numbers of South Serbian citizens have fled Serbia since then to seek asylum in European states.

The two migration management outputs focus on institutional capacity building (Municipal Administrative Services better meet the needs of Migrants) and awareness raising (Capacity Development to Manage Migration Issues) in the south Serbia region.

Institutional capacity building

Social Partnership Projects

Promotion of the values and needs for partnerships between different institutions and CSOs was an important focus of the Migration component. The PBILD programme`s Call for Proposals resulted in 13 Social partnership projects in the region, whereby 10 municipalities participated. The projects selected have different purpose, five (5) projects focus on development of Citizen Advisory Services; six (6) projects focus on direct services to citizens (outreach); and two (2) projects aim at improving the employability and housing for extremely vulnerable groups (such as Roma and elderly), who are affected by migration.

Fulfilment of obligations for re-admission is a challenge for Serbia as returning migrants often do not have personal documents, and thus struggle to access basic social services, such as health, access to education, social welfare, etc. That is why the PBILD programme invests in improving citizen advisory services, where the municipal authorities are the main partners, through strengthening the capacities and knowledge of these

partners to proceed in line with the re-admission agreements with EU countries.

Information on rights of citizens related to migrations

Information sharing happened through training and publications. The training focused on transferring the tools and know-how on how to proceed with readmission agreement and how to provide assistance to returnees. Due to high number of interested parties the training for Pcinja and Jablanica district were conducted separate in order to give each participant insight in all the questions that readmission process brings.

The PBILD published relevant publications on re-admission such as: Guidebook on how to proceed within the readmission agreement in cooperation with the Ministry of Social Affairs; Information leaflets and booklets for returning migrants containing information on rights and services related to migrations were also produced in cooperation with the Ministry.

Finally, the leaflets for potential migrants, explaining the notions of asylum and asylum systems in European countries, Schengen and irregular migration have been postponed for 2012.

Revision of social protection strategies and action plans

The PBILD programme provided strong support and technical assistance to municipalities to develop/revise their social protection strategies and action plans in order to integrate the migration perspective into the measures of municipalities. The social protection strategies containing migration phenomenon were developed in Trgoviste and Presevo which did not have such a strategy before. All revisions/development of social protection strategies had the public hearing element and other inclusive methodologies (round tables, meetings, WSS).

Awareness raising for better migration management

A study on migration that was conducted within the Inclusive Development Social Survey provided valuable information on the perceptions and reasons for (potential) migration of citizens in South Serbia. The study provided strong baselines for all programme components, and particularly for the migration management. As this study was the first of such kind for South Serbia, it initiated activities by different institutions to tackle the migration problem in the region. The Coordination Body produced a leaflet for potential migrants reflecting on the study, while the Commissariat for Refugees took it as guidance note for its activities.

Research grants

Based on identified data gaps from the Inclusive Development Social Survey, a research programme on migration was elaborated and research grants were provided for empirical research on policy-related issues related to migration in/from South Serbia. Five (5) research grants were selected, focusing on: youth and migrations; rural out migration; gender and migration; ethnic minorities and migration, and returnees and migration. The research studies are in the form of empirical research (2) and documentary research (3).

Roundtables and conference

Two regional roundtables were organised during the course of the 2011 Programme, inviting ambassadors, experts, representatives of national and local governments, CSO-s, etc. to discuss the migration issues in the region and policy implications for South Serbia and Serbia as a whole. The first round table focused on the general migration issues and the findings from the Inclusive Development Survey, whereas the focus of the second roundtable was on the development opportunity of asylum challenge. Upon finalisation of the research studies in 2012, a conference will be organised to present findings and discuss policy relevance and implications for the government and citizens

Report on the key outputs achieved in the reporting period, including the number and nature of the activities (inputs), outputs and outcomes, with percentages of completion and beneficiaries.

Outcome 1 - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

Output 1.1 - Increased confidence of local population in key institutions of local and national government

Co-ordination Body:

24 representatives of the Coordination Body, Albanian National Minority Council and Bujanovac, Presevo and Medvedja Municipalities trained in defining cultural and educational policies in order to define and promote strategies and programmes of the Coordination Body.

Strengthening of the capacities of civil society organizations in cultural and educational policies, minority rights and gender equality for 14 CSOs representatives from Bujanovac, Presevo and Medvedja with an aim to improve their work with young people from these three municipalities in above mentioned fields followed by Call for proposals where four project proposals were submitted and one project was approved for implementation. Within the project „Eco-culture“ more than 50 students from three different high schools (both Serbian and Albanian) gained basic knowledge on ecology and environmental issues.

Computer lab of Economic Faculty in Bujanovac is fully equipped and functional. 16 computers and other IT equipment purchased to create better learning conditions and contribute to better results and equal chances for students from south Serbia.

Civil Society Organization and Local Self-Government partnerships

Implementation of eight Local Partnership Grants aims to improve relationship between Civil society organizations and Local Self-Governments from Jablanicki and Pcinjski district by implementing grants in support to gender equality, national minorities and people with disabilities thus contributing to greater inclusion and understanding. The Call for proposal for partnership and youth grants was developed through the joint UNICEF and UNDP initiative and launched on 3 June 2011.

Two out of eight approved projects are dealing with people with disabilities (PWD) through establishing of Clubs for PWDs and their capacity building in Vranje, Bujanovac and Presevo. The Club in Vranje was opened in December and is fully functional while in Bujanovac and Presevo awareness raising campaign is in the process of implementation. Beneficiaries of these Clubs are people with all types of disabilities and so far around 20 people are included in the Vranje Club.

One project is dealing with development of Local action plans on gender equality in Municipalities of Lebane, Bojnik and Medvedja. Process of development of LAPs was initiated, working groups established and one workshop for WGs conducted. 18 members of WGs so far have been trained in production of strategic documents.

One project has an aim to open a bakery for single mothers and female social cases in Vranje and during 2011 equipment was purchased and 13 women trained in bakery and marketing. The production is located in

the Medical Secondary school and several contracts with schools were signed in order to ensure production and sustainability.

Project in Vlasotince has an aim to train 40 Roma in active labour market measures and promotion of programmes of National Employment Service. Selection of 20 mediators who are used to promote programmes of NES in Roma settlements and collect information on needs of Roma population were selected and trained.

Project which deals with ecological problems through the prism of joint work of young people of different nationalities (Serbian, Albanian, Roma, Bulgarian) through mapping of illegal dump sites and other pollution are creating a unique electronic ecological map of Municipalities of Vranje, Vranjska Banja, Bujanovac and Bosilegrad.

Output 1.2 - Strengthened inter-ethnic understanding and collaboration among adolescents and young people

The results of the youth chapter of the “PBILD Inclusive Development Social Survey” were finalized and presented publicly at a press conference in Leskovac on 27 June 2011. Through promotion of the publication “Youth in South Serbia”, the survey data became available for youth, policy makers and the wider public. It is used as a basis for local policies and programmes but also as a baseline for monitoring societal change in South Serbia. The survey’s main findings and recommendations were incorporated into the call for proposals for youth grants developed through the joint UNICEF and UNDP initiative and launched on 3 June 2011.

During 2011, the implementation of 10 youth grants began, creating partnerships between YOs and local NGOs. The establishment of Youth Clubs, under the supervision of Youth Offices, started in Presevo, Bujanovac, Vladicin Han and Leskovac municipalities. Youth Offices from Surdulica, Vlasotince (with Bojnik) and Vranje initiated the establishment of local voluntary services and the implementation of 3 youth grants led by NGOs also successfully started during the reporting period.

Through the establishment of Youth Clubs, joint ownership and activities between young people and local municipalities is being reinforced, community commitment to young people is raised, and communication among youth from various backgrounds enhanced. The majority of these new Youth Clubs secured municipally-proved premises and other complimentary support. Around 40 volunteers and youth activists, from various ethnic and social backgrounds, were involved, representing a significant step forward in enhancing youth participation and inter-ethnic communication.

The establishment of Youth Volunteering Services proved to be another effective mechanism for enhancing youth participation and inter-ethnic communication. New partnerships were established in the towns of Surdulica, Vranje, Vlasotince and Bojnik, demonstrating solidarity and community engagement. Knowledge on volunteerism and the development of services were improved, with twenty young persons from South Serbia participating in trainings, and at least 20 more involved in local voluntary actions supporting 50 elderly persons. Significant partnerships with municipal services, i.e. libraries in Vranje and Surdulica municipalities, were initiated and volunteering programmes developed.

Through the grants component, three NGO youth programmes have been implementing activities across South Serbia. To date, the programmes have resulted in: 1) strengthened capacities of the core youth groups of activists to promote and support peers for participation, i.e. through the network of the Students’ parliaments, 2) quality communication among youth and decision makers/public services in the communities was improved, which resulted in improvement of the services for unemployed youth, and 3) inter-ethnic communication among youth has become a more prominent issue and was debated in public activities throughout the region.

These grants have been complimented by three streams of capacity building for the recipients. The first is capacity building in the area of monitoring, evaluation and use of data was provided to grant receivers (Youth Offices and NGOs). This consisted of a series of 3 training with mentoring support provided in-between. The training combined theoretical knowledge and practical work which used the actual implementation of the existing projects as a basis for learning by doing. The mentoring work with YOs started in November 2011 and the first training was delivered in December 2011, second is planned for February and the third for June 2012.

Within the December training, 19 representatives of 8 YOs and 3 NGOs from the PBILD region improved their understanding of the value and significance of data for policy drafting and the sources/ methods of data collection. They also learned how to use data for monitoring and implementing policies and coaching on report writing. Their knowledge was immediately applied through improving the project monitoring matrixes in order to enable effective measurement of outputs and outcomes of their ongoing projects.

The second capacity building stream was mentoring in establishing youth clubs and voluntary services. Ten representatives of Youth Office from Bujanovac, Leskovac, Presevo and Vladicin Han improved their knowledge on how to establish and manage Youth Clubs. Particular focus was put on increasing skills to mobilize the wider community and lead promotional campaigns during the process of establishing the youth club in order to ensure the participation of different young people, and to identify community needs and local resources. In addition, 11 representatives from Youth Offices of Vranje, Surdulica and Vlasotince, improved their capacity and knowledge in managing volunteers and establishing local volunteer services.

The third was related to improving the capacities of youth offices for peer career informing, as well as specific career guidance and counselling began with a four-day training and online education for 17 young people from 8 municipalities. The trainees learned about communication, tolerance and non-discrimination, career planning and informing, and active job search approaches, with a particular focus on support to vulnerable young people, notably Roma and young people from rural areas. Young people trained in peer career informing will work in teams and will design and implement informational and educational programmes with special emphasis on vulnerable young people. The knowledge acquired in training and online education allows these young people to act as peer counsellors to help other young people from their community to identify promising career paths.

Outcome 2 - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

Output 2.1 - Municipalities have strengthened ability to formulate, implement and monitor policies in relation to public service provision, and in particular, develop an awareness of the differential impact of policies on different ethnic groups

Regional co-operation

Establishment of the Regional Working Groups for Integrated Regional Development, Gender Equality, Environment & Waste Management and Migration led and thus gathering professionals from municipal authorities and civil sector led to better planning and appropriate reaction towards needs and problems of the region and delivering adequate results.

Integrated Regional Development RWG, networking all LED offices of Peinja and Jablanica districts municipalities, with its inputs enabled several development processes to be initiated. Excellent co-ordination among LED offices was created, information sharing became easier and knowledge and experience shared throughout the group members automatically increased municipal capacities. Therefore, all call for proposals were discussed at the meetings. The Integrated Regional Development RWG members, in

consultations with all relevant actors in their Municipalities were involved in the process of identifying strategic documents for revision and in identifying structures within municipalities that are now involved in the process of M&E of strategies implementation adding value to the processes and ensuring long-term impact of the revised documents. Joint work on capacity development and responding to funding opportunities is the main focus of the Integrated Regional Development. Based on the RWG Action Plan, a study tour to the republic of Poland increased capacities of LED Offices and Mayors of Pcinja and Jablanica municipalities regarding Local self-government functioning in an EU country and its role in the accession period. Excellent examples of rural and urban development projects focusing also on the activities by civil society, business sector and local self government in the pre-accession period were presented and visited. The Centre for Business Promotion and Entrepreneurship in Sandomierz, Poland (east of Krakow in South East Poland) was the host of the visit and many interesting projects that can be replicated in Republic of Serbia were visited, contacts were created and ideas for projects initiated. The Polish area that was visited has similar geographic and demographic characteristics as south Serbia. Therefore, projects such as: the dinosaur theme Jura Park, the medieval village, hunting area etc., could be easily replicated in south Serbia and boost tourism and economic potential.

Gender Equality RWG started its activity in the capacity development area linked to gaining knowledge on gender mechanisms and policies that should exist on the local level and gender budgeting development. The training did not only involve the members of the Gender RWG, but the members of Gender Councils/Committees that exists in south Serbia.

Migration RWG played a substantial role in awareness raising event regarding migration issues. The visa liberalization process and misunderstanding created among local population caused the “false asylum seekers” phenomenon which was addressed on several events organized by the Migration RWG. One of them was a round table referred to in the fourth component (Migration Management).

Environment and Waste Management RWG defined in its action plan an awareness raising campaign concerning environmental protection. This campaign will take place on the second quarter of 2012.

Municipal sustainable strategies and M&E

PBILD initial assessment has showed that many municipalities had the outdated and/or irrelevant strategic plans. Out of 13 municipalities, requests for support in the process of revision/development were received by 8 local self-governments (Vlasotince, Bujanovac, Vladicin Han, Surdulica, Crna Trava, Bosilegrad, Medvedja and Vranjska Banja). Besides revision/development of strategic documents reflecting gender and minority rights, PBILD will monitor the adoption of the documents by municipal assemblies; will work in creation of Action Plans and in creation of specific monitoring and evaluation skills and tools within each municipality involved. This activity will be finalized in the second quarter of 2012.

A basic M&E training was provided in May and June 2011 for 47 representatives from municipal administration (Heads of departments for social affairs and other relevant municipal departments, members of local economic development offices and youth office) and Centres for Social Work from all 13 municipalities. The aim was to improve their skills in policy development and implementation, monitoring and evaluation, as well as in identification of data needed for decision making. It contributed to the creation of more responsible local governments that use available resources more efficiently and effectively to increase social inclusion and reduce poverty.

In order to improve the availability of locally relevant indicators/data at the municipal level in a user friendly format, the DevInfo database was presented during this workshop by the Statistical Office of the Republic of Serbia (SORS). Based on proposals from the participants, a list of additional indicators was made, which would be incorporated during the process of municipal DevInfo database revision. SORS also created working groups that will review proposed indicators as well as their sources of data and propose methods of data exchange between the particular data producers and SORS. The members of working groups are representatives of relevant ministries, institutions that are producing data, academia, NGOs and municipalities. In addition, computers with installed standard DevInfo database and printers were purchased for all 13 municipalities.

The reaction to the training was positive as the majority of participants expressed a strong willingness to apply their newly acquired knowledge during their regular work. Before the training only 2.1% of participants reported regular use of monitoring in their work. After the training, 61.3% of participants expressed the willingness to contribute to the establishment of a regular monitoring system in their municipalities. Before the training only one participant reported using regular evaluation during his/her work, while after the training 58.1% claimed to be willing to contribute to the establishment of a regular evaluation function in their work. Only 2.1 % of participants had used the DevInfo database in their work while after the training, 35.5% of participants said that they will try to use it, and 64.5% said that they will definitely use DevInfo.

Building on this training, and in partnership with the Social Inclusion and Poverty Reduction Unit (SIPRU) of the Government of Serbia and the Centre for Liberal and Democratic Studies (CLDS), a peer learning programme was developed. The aim of this joint initiative with SIPRU was to take municipalities one step further by providing training that would be based on the theoretical concepts of evidence based policy making as well as transfer of good practices from other municipalities on how data could be used for decision making. Within this joint initiative (covering both PBILD and YEM municipalities) a call was launched for municipalities to share good practices on usage of data for decision making and 10 municipalities were selected. The knowledge and experience of these municipalities will be used as inputs for the development of an advanced, tailor-made training and further capacity building of PBILD municipalities.

Output 2.2 - Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled

Improved access to public services

The process of providing free legal assistance for civil registration and obtaining personal documents for Roma was initiated in the following 8 target municipalities in 2011: Lebane, Bojnik, Vladicin Han, Presevo, Vranje, Bujanovac, Bosilegrad and Trgoviste. In 2012 the following 3 will also be covered: Medvedja, Leskovac and Vlasotince. Through direct work with Roma representatives, awareness was raised among the Roma community on the importance of birth registration, possession of personal documents, basic rights

and obligations and possibilities of accessing rights to permanent and temporary residence, health care and social protection. In addition, through 8 experts meetings held with the representatives of Centres for Social Work, registry offices, police stations, trustees for IDPs and refugees and health centres the capacities of local services providers for dealing with systemic obstacles and legislative gaps, and facilitating civil registration procedures were increased.

In total, more than 400 Roma people from 32 Roma settlements were directly advised through the process of free legal assistance, while 478 of them directly benefited through the PBILD assistance in obtaining personal documents and accessing other rights. From September 2010, 1468 requests were registered. Out of that number, 1318 requests were related to obtaining personal documents and 127 requests related to subsequent registration procedure. Out of the total number of 1318 requests for obtaining documents from registry offices, 1209 requests were successfully solved (478 Roma people received ID documents) and 109 requests are still pending before the competent registry offices. Out of 127 registered requests for subsequent registration, 84 procedures of subsequent registration were initiated and 20 children were registered. The remaining 43 cases are under preparation.

Health care services

Cooperation with the Ministry of Health to define two capacity building packages (for health professionals and for Roma health mediators) for improving access to health services for vulnerable children was intensified during 2011. Training for health professionals that addresses prejudices in relation to the Roma community, communication skills particularly focusing on working with vulnerable groups and inter-sectoral collaboration was developed and accredited. The packages for health professionals and Roma health mediators also include other components, covering priority mother and child health care issues, such as early childhood care and development, early identification and work with children with developmental problems and protection of children from violence, abuse and neglect.

The first of these training sessions was held in Leskovac for 13 Roma Health Mediators and 13 patronage nurses. An important focus of the training was on strengthening the operational effectiveness of their joint and complementary work in the field for Roma children and families. Additionally they updated their knowledge on the main health problems and needs of the Roma community they are working with. The implementation of the remaining training sessions will continue during 2012.

Improvement of the system for collecting and reporting on relevant health indicators also continued during 2011 as well as increase of capacities of Roma health mediators to use the database for regular reporting. A first round of changes was introduced into the database based on the bottlenecks identified. The changes included inclusion of new data inputs for calculation of new indicators (e.g. child mortality) and changes in the programme to allow easier search of data and identification of incorrect inputs.

Output 2.3 Improved quality of public services, especially in those sectors that have potential to increase inter-ethnic dialogue and reduce conflict risk

Strengthening capacities of teachers, for better performance and quality of Serbian language teaching to minority children in South Serbia, was undertaken during 2011. Through the implementation of the basic training on Active Learning (AL), 84 teachers, who teach Serbian as non-mother tongue to minority children from 19 primary and secondary schools from Bujanovac, Presevo, Medvedja and Bosilegrad municipalities, were equipped with a variety of skills. They are now applying AL methods as a framework for inclusive development to improve the quality of instruction and students' achievement in Serbian as non-mother language. In addition to the core training, teachers were informed of recent innovations in the education

system, e.g. the development of school quality standards, the new inclusion policy, the final exam in primary schools, performance evaluation etc.

Additionally, after providing the supervisory Active Learning training, 51 more motivated teachers, who successfully completed the basic training, were enabled to design, implement, monitor and evaluate classes primarily from the point of view of active participation of students to learn Serbian and to apply it in daily communication. During the trainings, teachers showed a high degree of interest and motivation. They expressed interest in applying their acquired knowledge to improving their performance in the classroom.

In order to ensure the sustainability and further spread of the use of active learning methods, capacities of the 13 most motivated teachers were further built through the implementation of a training of trainers (ToT). These 13 teachers are now capacitated to provide support to other teachers in the application of active learning teaching methodology, as a framework for inclusive education.

Output 2.4 - Support to capacity development and awareness rising of the role of Ombudspersons Outreach Office in South Serbia

Three offices in Presevo, Bujanovac and Medvedja are completely renovated and equipped with necessary equipment such as office furniture, computers, and air-conditioners. On the job learning conducted throughout 2011 as well as international legal English course. Capacities of both local and national Ombudsman's staff were increased through the study visits to Sweden and Portugal Ombudsman. The team had the opportunity to learn from other countries experience and examples. The focus of the Sweden visit was on sharing experience and examples of good practice, daily work of the Swedish Ombudsman and corresponding departments, their contact with citizens and complaints processing with focus on complaints management system in the area of good governance. The Portugal study visit was used for presenting the work of the Portuguese Provedoria de Justica, their complaints handling procedure and the cooperation with the institutions that are scrutinized by the Provedoria de Justica. In 2011, 340 contacts were established with citizens of south Serbia, out of which 320 in person and 20 via phone. In total, 159 free legal aid requests, 66 requests for competent institution, 31 submitted complaints and 84 various consultations provided.

Outcome 3 - Economic Development: Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between ethnic groups, and with other parts of the country

Output 3.1 - The labour market disadvantage of population groups and geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements.

In the reference period, activities centred on building the capacity of the local offices of the National Employment Service (NES) was directed towards: i) improvement of delivery of employment services to disadvantaged individuals; and ii) development of employment programmes targeting labour supply and demand constrains.

The analysis of labour market indicators and the employment services offered by the NES local offices to their clients was at the core of profiling approaches. The information stemming from the unemployment register provided indications on those individual characteristics that were most likely to lead to labour market exclusion. In Southern Serbia these indicators were: 1) the level of education/qualification of the individual; 2) age group and 3) the belonging to a national minority groups, having physical or mental disabilities, or being a refugee or an internally displaced person (IDP). To assist NES staff to deploy the above mentioned profiling system, the project developed a brochure on profiling labour market disadvantages.

On the demand side, survey data showed that the economic sectors more likely to create jobs in the two target districts were light manufacturing, trade and personal services. The *Occupations and Skills Survey*, commissioned to the Statistical Office of Serbia at the end of 2010, identified emerging occupations, the skills these require and the skills gap of the Serbian workforce in target districts.¹ The findings of the survey indicated that the occupations more likely to create jobs in the short- to medium-term were: shop sales assistants; general office clerks; bakers, pastry-cooks and confectionery makers; food and related products machine operators; woodworking-machine tool setters and operators; and metal working machine tool setters and operators. The competencies of these occupational profiles set the foundation for the development of training curricula.

The work on career information, counselling and guidance aimed at expanding the availability of these services at local level was concluded. The interest of unemployed clients – especially first labour market entrants – in job search workshops and career counselling was very high. The limited number of staff available at the National Employment Service (NES) to provide such services is sometimes unable to meet demand. The PBILD programme, therefore, adopted a double pronged strategy to support local employment offices in expanding service provision. The first one being the tool used by the NES (*Vodic za izbor zanimanja/Guide to career choices*) was updated and expanded with additional materials, so as to make it interesting also for education and training institutions. The second one linked to the *Guide* was made available as a printed booklet, as an electronic file and as an interactive CD-Rom and web-based tool (www.vodiczaosnovce.nsz.gov.rs). This latter format can be used by more market-ready clients on a self-service basis, as well as by education and training institutions.

The *Guide* offers an easy to use tool for young people to explore career paths and make career decisions and consists of four sections. The first section (making the right choice) focuses on fostering the skills that are instrumental to make career choices (e.g. communication, learn to learn, decision-making and problem-solving), as well as the means to gather information about education pathways, occupations and jobs. The second (professional interests, abilities and personality traits), centres on self-discovery and the exploration of possible career paths. The third part explores jobs and the education pathways leading to the occupation of choice. The requirements of the most common 160 occupations found in the Serbian labour market are described in details whereas the last section offers insights on the career paths that are most likely to be most in demand in the near future (Occupations of the future). At the end of 2011, the staff of the NES local offices used the materials provided by the *Guide* to organize four career guidance sessions for primary school students. These sessions involved 268 students and 39 teachers from 14 primary schools of the Jablanicki and Pcinjski Districts.

As for the active labour market programmes, the analysis of administrative data indicated that active labour market programmes had to target: i) prime age workers who are at risk of long-term unemployment (e.g. registered jobseekers with unemployment spell from 9 to 12 months) with ‘preventive’ measures; and, ii) prime age workers who have been unemployed for one-two years to be treated with ‘curative’ measures. In Leskovac, youth employment programmes targeting first labour market entrants (15-24 years of age) were also introduced, with a view to ease young people’s transition from school to work.

The services and programmes – as well their sequencing – aimed at addressing labour market vulnerability factors are detailed in the *Guidelines for the implementation of active labour market programmes targeting disadvantaged groups*. They include: i) individualized employment counselling and job search assistance; ii) vocational training (combination of on- and off-the-job training) organized in the occupations most demanded by local enterprises; and iii) employment subsidies. The *Guidelines* also detail the duration and compensation levels of each programme, the procedures to grant priority access to those groups profiled as most at risk, as well as monitoring and evaluation approaches.

¹ This activity was organized with the Youth Employment and Migration (YEM) joint programme. The districts covered by the survey commissioned to the statistical Office included Leskovac, Vranje, Belgrade, Novi Sad, Nis and Jagodina.

A number of capacity building activities were organized for the staff of local employment offices on the sequencing of employment services and programmes targeting vulnerable groups and their implementation modalities. The treatment of clients at risk of long-term unemployment or who are already long-term unemployed was assigned to a NES multi-disciplinary team composed by: i) the employment mediator (initial screening and selection); ii) the psychologist (to assist clients in making change and solving problems, based on emotional behavioural therapy approaches – ATP2); iii) the additional education and training counsellor (to conduct a vocational assessment) and iv) an employment programmes counsellor (to carry out the final matching and monitor progress). As the provision of services based on emotional behavioural therapy approaches requires licensing, the employment component of the PBILD Programme supported the staff of the Vranje and Leskovac local offices in acquiring the necessary qualifications.

In the reporting period, the two target employment offices completed the intake of beneficiaries in active labour market programmes (ALMPs). In Vranje, 23 beneficiaries (10 men and 13 women) – selected for treatment out of an eligible pool of 300 individuals– successfully completed one month in-classroom training at the Workers’ University of Vranje. Six enterprises, out of eight that submitted applications, were selected to provide the on-the-job training component of the ALMP, which is currently ongoing.

The Leskovac employment office selected 2 young men and 21 adult beneficiaries (11 men and 10 women) for institution-based training to be offered by the Centre of Household Economics. On-the-job training programmes are currently ongoing for 33 adult beneficiaries (14 men and 19 women).

The PBILD programme is also supporting the extension of the integrated employment and social welfare service delivery system, piloted by the Youth, Employment and Migration (YEM) joint programme, to two additional municipalities in South Serbia (Vlasotince and Bojnik). To improve the provision of services aimed at enhancing the activity level of social welfare recipients, the PBILD trained caseworkers of the Centre for Social Work and the NES assigned to selected municipalities. This was instrumental to: i) gathering additional data on the effectiveness of the integrated service delivery model to feed lessons learned and good practice into the design of operational procedures under the *Law on Social Welfare*, ii) extending the scope of the system to education and training facilities, and iii) including measures to prevent early school-leaving and “second chance” programmes for youth who left the education system without a recognized qualification. During the workshop, run by practitioners of the Republican Institute for Social Protection (RISP) and the NES, practitioners finalized the identification procedure for clients and their referral between the CSWs and NES; examined modalities to deliver assistance to the most vulnerable individuals; and identified modalities to appraise the effect of integrated service delivery. *Partnership Agreements* at the municipal level to guide the cooperation among the various providers of services targeting the most vulnerable groups of the population were established. The practitioners of the Vlasotince and Bojnik municipalities agreed to select 25 social assistance beneficiaries and offer them NES services and programmes as part of the piloting the integrated employment and social service delivery system at local level.

Output 3.2 - Increased funding for regional and municipal level projects that will impact upon job creation

The PMC approval of PBILD Regional Development Projects, following technical evaluation by the RDA was forwarded to the PBILD evaluation committee for final review. Eight projects involving 12 municipalities were initiated with the local self-governments for the project implementation. Each project involves two or more partner municipalities and key results achieved up to date are:

“Development of local economic development offices in Trgoviste, Bojnik and Bosilegrad”. Three partner municipalities with technically equipped LED Offices and increased staff capacities for proper response to economic development project’s needs.

“Establishment of entrepreneurship office to provide support for start up businesses in Lebane, Vladicin Han and Medvedja Municipality”. More than 40 newly established businesses receive certificates on business planning making them eligible for NES funds, 9 of them receive funding from NES, continuous support to start up businesses in the field of book-keeping, promotional activities like participation of entrepreneurship associations members at the “10th International Fair of Entrepreneurship” in Belgrade.

“Strengthening women entrepreneurship in Crna Trava and Vlasotince”. 27 women from Vlasotince and Crna Trava formed the Vlasina Lake Housewives Association to turn their family fruit-picking and baking activities into a collective business to generate more income. The association took part in the Ethno Food Fair in Belgrade, and at the Invest Expo Fair in Novi Sad. Besides participation at these two fairs, Vlasina Lake Housewives are most proud of the Gold Medal they won at the Second Annual Regional Ethno Food Fair in Nis held on 26-27 November 2011.

“Capacity Building for Youth in Presevo and Bujanovac”. With more than 200 young people from these municipalities trained in the topics: writing CVs; writing cover letters; preparing for job interviews; applying for a job; project cycle management; project implementation; what is communication; cooperation with media; conflict management; mediation; family and parenthood; group work (team work); environmental protection and with more than 100 trainees for computer course and for English language course. This project will have a long-term impact on the youth in both municipalities increasing their capacities in the mentioned fields.

“Think as an entrepreneur”. Entrepreneurship cabinets in 10 vocational schools in six municipalities of both Pcinja and Jablanica districts equipped. Trainings for trainers created conditions for beneficiaries to better prepare for their career and be more aware of needs and also rules of market.

“GIS as an instrument for improving efficiency and competitiveness of South Serbia” implemented by the municipality of Vladicin Han in partnership with the municipality of Vlasotince has enabled partner municipalities to better present their capacities through installation of GIS software in Vladicin Han and in Vlasotince. Training of municipal staff has created conditions for future upgrade of the software utilizing local government resources.

“Taking care of construction waste” implemented by the City of Vranje in partnership with the municipality of Bujanovac. The goal of this project is establishment of an adequate and profitable construction waste disposal recycling system. Since the bigger part of the project is linked to procurement and due to product non-available in Serbia the project had a postponing caused by procurement delays.

“Culture heritage paths of Pcinja district” implemented by the municipality of Bosilegrad in partnership with the municipalities of Trgoviste and Bujanovac has due to lack of human resources professional on the field had a delay. The goal of this project is establishment of a working group by partner municipalities; verification of tourist potentials; mapping and defining tourist routs and a plan of maintenance, reconstruction and signalization; GPS mapping, data base of tourist entrepreneurs; Info Points in Bosilegrad, Trgoviste and Bujanovac (equipment and furniture), multilingual maps.

Furthermore, capacity development that Centre for Development of Pcinja and Jablanica districts staff members had gone through improved their skills and knowledge in the field of financial management and reporting. The “on the job” learning modality applied during the process enabled Centre staff members, specifically the department of finances, to more adequately prepare financial reports.

Outcome 4 – Migration Management: Migrants in South Serbia are provided with appropriate support to participate in the social and economic life of the region

Output 4.1 – Municipal Administrative Services better meet the needs of Migrants;

2 Cities and 8 municipalities through 13 Social Partnership Projects built local partnerships on social issues to address the problems and needs of migrants and vulnerable groups.

Outreach services developed through 8 (eight) Social Partnership Projects:

- Vladicin Han, Vlasotince, Bojnik, Leskovac, Trgoviste (home care service)
- Crna Trava (improving of services for gaining self-reliance and permanent employment)
- Bosilegrad (combination of home care and reconstruction/building of temporary shelter)
- Vranje (vocational trainings)

Citizens Advisory Service developed to meet the needs of migrants through 5 (five) Social partnership Projects:

- Vladicin Han, citizens' advisory service desk and mobile team. Part of the Citizens assistance centre (CAC) in V Han, 3 days office work, 2 days field visits (mobile team)
- Vranje, citizens' advisory service part of the Centre for Social Work
- Medvedja, citizens' advisory service, part of the CAC and field work as well
- Leskovac, citizens advisory services provided through 3 info stands, public campaign, training.
- Bujanovac, citizens' advisory service, part of the CAC (advisory desk, registry book digitalization team, and a field team).

In the framework of social partnership projects, access to information has been provided; more than 1200 legal aid services, psycho - social support and health assistance to residents of Vladicin Han, Vranje, Bujanovac and Medvedja and to especially vulnerable groups (Roma, the elderly and children of migrants, refugees and internally displaced persons, returnees).

Thanks to a databases in Leskovac and Bojnik and created a social card of Medvedja, municipalities are able to make evidence based decisions in the field of social protection.

295 beneficiaries including older people with disabilities, Roma, and those living in rural areas of Vladicin Han, Vlasotince, Bojnik, Bosilegrad and Trgoviste have access to support services and home care.

37 home care service providers from the town of Trgoviste, Vladicin Han, Bojnik and Leskovac were trained and thus increased their ability to find employment after the completion of projects.

37 beneficiaries, refugees, IDPs, returnees and Roma from Crna Trava and Vranje are pre-qualified for jobs that enable them to start their own business and provide income to their families..

Revision of Social protection Strategies and Action plans

12 Social Protection Strategies analyzed by the PBILD, in terms of their compliance and response to the needs of migrants. The strategies and action plans did not incorporate migration as phenomenon or migrants as target groups, although some strategies tackle the problems of refugees and IDPs. The Strategy revision process based on the analyses by the PBILD programme, was led by the Municipalities and included public hearings. The Public hearings were also assured through Social Partnership Projects as one of the activities. The revised strategies included migrants as one of the target groups.

Three new Social Protection Strategies or Action Plans were designed for Presevo, Trgoviste and Bosilegrad adopted by the Municipal assembly in Presevo and Trgoviste.

45 working meetings were held in 13 municipalities with representatives of Local Authorities, CSOs, trustees, Roma coordinators, Centres for Social work in order to: a) promote outreach services, b) raise level of knowledge on the readmission process, c) migration in general, its effects, causes and possible actions to tackle the problems.

Trainings on how to proceed within the readmission agreements and information material

2 trainings for Jablanica and Pcinja district, total of 53 participants, representatives of LS (CAC officials, trustees, CSW representatives, Roma coordinators, and representatives of SCO, police, health and education) attend and complete training on how to proceed with the readmission agreement process which will help them to support the returnees to exercise their rights and fully integrate in the region.

Revision of the *Guidebook on how to proceed within the readmission agreement* and *Info booklet for returnees* to inform them on how to exercise their rights and fulfil their needs has been completed and the material has been distributed to the relevant institutions.

Output 4.2 – Capacity Development to Manage Migration Issues

Analyse and review existing data

“Inclusive Social Development Survey” conducted and results presented on the round tables. A statistical social survey in Jablanički and Pčinjski district with a particular focus and additional analysis on migration, minority rights and youth issues. Survey has been translated in English and Albanian and widely distributed to national and international key stakeholders.

Research Grants

Five research grants were financed focusing on: youth and migrations; rural out migration; gender and migration; ethnic minorities and migration, and returnees and migration. The research studies selected, out of 20 received, are in form of empirical research (2) and documentary research (3).

Both the “Inclusive Social Development Survey” and later on research grant improve availability of data and information on migration issues and migrant’s needs specific to the south of Serbia.

Round tables, conference

Results of the migration chapter of the “PBILD Inclusive Development Social Survey” were presented publicly at a round table in Niš in February 2011 and thus raised awareness on migration, current trends, needs, problems and recommendations through presentations of Inclusive Development Social Survey. Participation of 30 key stakeholders, representatives of municipal institutions, civil society, EUPROGRES, Regional Agency for Development, Commissariat for Refugees and the Swiss Agency for Development and Cooperation was assured. An overview of PBILD migration component was presented, an outline of the expectations and achievements of the Swiss government in the field of migration, the work of Group 484 in the field of migration, and a presentation on the results of the “PBILD Inclusive Development Social Survey” migration chapter. The round table was an active discussion of all the issues that migration brings the problems and needs in the both region to tackle the problem.

Regional International Round Table/Conference: “Migration – Development opportunity of asylum challenge?”

The round table organized in July 2011 raised awareness on migration, asylum challenges and development opportunities. Regional Round Table with Ambassadorial representation organized in Leskovac. 117 participants, interested stakeholders in the migration issue. Ministry representatives, local authorities,

international organizations, civil society organizations (CSOs), the Commissariat for Refugees, the Co-ordination Body, entrepreneurs, Chambers of Commerce, the Regional Development Agency, Minority Councils, Youth Groups, local authorities and institutions, university academics and the media were invited. In the plenary, opening statements were given by the host, Mayor Kocic of Leskovac, Ambassador Hofer of Switzerland, Ambassador Asp of Sweden, UN Resident Co-ordinator William Infante, European Union Head of Political Section Thomas Gnocchi and Assistant to the Commissioner for Refugees of Serbia Ivan Gerginov. After the plenary, 117 participants took active participation in the working groups and contributed their recommendations for better migration management in Serbia's south.

Informative campaign for migrants and potential migrants conducted through workshops for children, youth and adults.

Together with local NGO Nexus PBILD organized Informative campaign for migrants, returnees, on their rights for better integration. The returnees are better informed and directed to the relevant institutions and are better informed about the dangers of illegal migration. All this activities gave encouragement and contribution to the reintegration.

- Thirty-five children, migrants (Roma, the Serbian and Albanian) in Vranje, Bujanovac and Presevo was directed on identifying and understanding the importance of human and child rights and the none-mother tongue language learning and social integration of returnees into the broader community through nine (9) workshops.
- 128 young people, migrants and potential migrants from Vranje, Bujanovac and Presevo are educated about the dangers of illegal migration through 8 workshops and street activity; they are informed about the visa liberalization, asylum and encouraged to adopt and promote healthy lifestyles and socialization of young returnee population and develop sense of belonging to the group. A particularly important contribution was given to the development of activism in this group of young people, this is a significant potential for all three communities.
- Seventeen returnees from Vranje and Bujanovac are informed, through five (5) workshops, on the services that relevant institutions can provide to them to exercise their rights.

The advocacy, information sharing and awareness raising campaign on the need and measures for migration management has already produced immediate political impacts. The roundtables, media appearances and individual meetings with relevant stakeholders and decision makers led to better understanding and stronger commitment of local and national stakeholders for migration management. Migration and social protection indicators are available thanks to the study conducted by the Programme, and further efforts need to be made to continue advocating for migration management measures that will include strong social protection and inclusion perspective.

According to the work-plan the PBILD programme was supposed to have two separate Call for proposals i.e. one for partnership projects (municipalities and CSOs) and the other related to youth activities (Youth offices). Since the timing for two Calls for proposals coincided and both of them were linked to local self-government, the agreement was reached to merge the two and advertise one Call for Proposal with two lots. The delay was not very long, but it required bigger coordination since two UN agencies were involved and two different modalities and focuses to integrate into one package. The other delay was during the modification or projects period. The programme allocated one month for this activity whereas two to three months were spent on modifications. This was due to low capacities of municipality representatives. The delay did not affect the implementation since the projects are due to finish four months before the end of the programme, so the flexibility with the time-frame implementation could be easily implemented. This is a lesson learnt for the programme when it is planning future Call for proposals.

The Call for Proposal for Social Partnership Projects was designed, published, projects were selected, and

Laos signed as per the work plan. The implementation of the project was delayed due to the modest capacities of the local authorities to follow the procedure designed by PBILD programme (opening of accounts, delegating National Project Directors, to administratively and financially manage projects) on one side and severe weather conditions on the other side. This is a lesson learnt for the future Social Partnership Projects planned to be implemented in 2012.

The leaflets for potential migrants, explaining the notions of asylum and asylum systems in European countries, Schengen and irregular migration have been postponed for 2012, having in mind some changes in the laws of some EU countries and directives of the European Commission.

Research Grants, due to the complexity of the issue the implementation needed more time for finalization of the research studies and thus non cost extension was approved for the first quarter of 2012. Further capacity building of local NGOs and TV production houses is needed. The capacity building is needed not only in conducting research but in proposal writing as well.

- List the key partnerships and collaborations, and explain how such relationships impact on the achievement of results.
- The established cooperation with the Ministry of Youth and Sport has been strengthened during 2011. The partnership was demonstrated through the joint work on the development of procedures and selection of youth grants and the establishment of the Youth office in Medvedja municipality.
- Close cooperation has continued with the Ministry of Health. The administrative procedures in selecting partners for supporting logistics of the project have caused a slight delay in implementation. However the time was used to agree on the content of the capacity building package and prepare for its implementation.
- The co-operation with the Ministry of Education and Science has been intensified in 2011 in order to develop the plan of activities in the field of inclusive education.
- The established co-operation with the Statistical Office of the Republic of Serbia relates to the revision of the DevInfo data base and the provision of locally relevant data on a sustainable basis through the municipal DevInfo database and Municipal Profiles.
- The partnership with the Social Inclusion and Poverty Reduction Unit (SIPRU) of the Government of Serbia was developed with the aim to increase the capacity of municipalities for evidence based policy making as well as transfer good practices from other municipalities.
- PBILD programme established good partnership with the Ministry for Human and Minority Rights, Public Administration and Local Self-Governance through the joint work on the selection of regional development grants and Programme Management Committee meetings.
- The Ministry of Labour and Social Policy i.e. sector for Gender Equity is our main partner in implementing the gender activities in south Serbia. The Ministry has supported the PBILD programme through a) capacity development of local stakeholders (by providing training by themselves); b) lobbying and supporting the PBILD programme in the production of Local Action Plans for Gender and adoption of European Charter on Gender Equity.
- The Commissioner for Protection of Equality has become one of our main partners in the Partnership project activities starting from the selection of the projects through their implementation.
- The Ministry of Economy and Regional Development is our main partner in planning and implementing the work of the regional working group on Integrated Development. Having this in mind, the Ministry was involved in the planning phase of the study tour to the Poland Republic and

selection of the country. Additionally, the Regional Development Agency i.e. the Centre for Development of Jablanica and Pcinja district is also part of this group where we have long-lasting relationship through capacity development programmes and implementation activities.

- The trainings on how to proceed within the reintegration process were designed and conducted in cooperation with Confidence Building for Migration Management programme (CBMM) of the International Organization for Migration (IOM) and the Commissariat for Refugees of Serbia. Knowledge of local self government officials and representatives of other institutions on migration expanded (particular attention to returnees and reintegration process). Measures for their successful reintegration, through expansion of existing local action plans (LAP) identified.
- The PBILD published relevant publications on re-admission Guidebook on how to proceed within the readmission agreement in cooperation with the Ministry of Social Affairs. Information leaflets and booklets for returning migrants containing information on rights and services related to migrations have also been produced in cooperation with the Ministry. Cooperation has been established with the Red Cross of Serbia as well which enabled PBILD brochures to reach wide Serbia.
- Cooperation between PBILD and YEM programme (Youth, Employment and Migration) has been established for the production of info leaflet for potential migrants on asylum, Schengen and irregular migration.
- Established good cooperation with local NGO Nexus which is one of the key stakeholders in the region.
- In the reference period, an excellent co-operation with the National Employment Service (NES) was established through capacity building programmes to profile those individual characteristics that have an impact on employment prospects and detect the requirements of local labour markets
- Other highlights and cross-cutting issues pertinent to the results being reported on.

Several cross-cutting themes continued to dominate during 2011 and those are: social inclusion, minority issues and inter-ethnic relations; youth; gender; and civil society.

Social Inclusion, minority issues and inter-ethnic relations

Social inclusion continues to be a dominant theme for the programme, and various components include activities directly contributing to it. Some of them were directly linked to Roma issues (as well as migrants and other vulnerable groups) in particular: the education and health activities, Roma child access to public services, as well as support for minority rights protection by the Ombudsman, under Outcome 2; and, the employment focus on vulnerable job-seekers under Outcome 3.

Gender

A series of capacity-building activities and planning on gender were done either through the Gender Regional Working Group (Outcome 2), Gender Councils/Committees that exist at the local level and with Civil Society Organization dealing with gender equity (Outcome 1).. Under Outcome 3, the projects who are dealing with regional development have a good gender balance among direct beneficiaries. Outcome 4 migration activities, is also being approached from a gender sensitive perspective.

Civil Society

Civil society is the specific target of the PBILD programme and in certain activities they are direct beneficiary, whereas in the others they are the main partners. Outcome 2, relevant NGOs and CSOs are also part of the regional working groups on key themes – e.g. gender, environment and migration. Partnership between civil society and local government is also a theme promoted under Outcome 1 through the implementation of partnership projects (CSOs are a lead partners in these projects).

Impact on EU Accession readiness

The programme addresses a number of strategic pre-accession priorities which have been established by the EU in the European Partnership. Therefore the programme provides its own contribution to Serbia being prepared for the accession process.

- Through the delivering of Active learning training in teaching Serbian as non-mother tongue, 84 teachers from 19 primary and secondary schools from south Serbia applied better methodology in teaching Serbian as non-mother tongue language and improved capacities for teaching language according inter active method of teaching. It have direct impact on teachers' skills which will again have direct influence on the ability of Albanian, Roma and Bulgarian minority children living in south Serbia to grasp Serbian language and better access to further education in Serbia.
- In order to facilitate access to public services (education and health) as well as to other rights for Roma minority children from south Serbia, PBILD continues to provide free legal aid assistance to Roma families and children in civil birth registration and obtaining personal documents. Through the process of free legal assistance more than 400 Roma people from 32 Roma settlements from south Serbia were directly contacted and advised on the importance of possessing personal documents, basic rights and obligations, possibility of subsequent registration into birth registry books and basic information on access to rights to health care and social protection. From September 2010, 1468 requests were registered. Out of that number, 1318 requests relate to obtaining personal documents and 127 requests relate to subsequent registration procedure. Out of the total number of 1318 requests for obtaining documents from registry offices, 1209 requests were successfully solved (478 Roma people received ID documents) and 109 requests are still pending before the competent registry offices. Out of 127 registered requests for subsequent registration, 84 procedures of subsequent registration were initiated and 20 children were registered. The remaining 43 cases are under preparation. Free legal aid assistance to members of the Roma community had a direct effect on raising awareness among the Roma community on the importance of birth registration and the possessing of personal documents and contributes to their easier access to public services (education and health) as well as to all other rights for Roma minority children from south Serbia which is one of the postulates of European Union. Furthermore, practical examples from the field were used as inputs for advocating for changes in subsequent registration procedure to make it more compliant with reality and peoples' needs.
- Capacities of youth to develop projects that address inter-ethnic relations through strengthening local youth policy improved while implementation of grants for youth projects will contribute to increasing youth participation, inter-ethnic collaboration, youth employability and overall social inclusion of the most vulnerable youth.
- The work carried out by the Employment component of the project to date has set the foundations for the actual delivery of services and programmes to end-beneficiaries, namely disadvantaged unemployed registered with the NES, as well as students who would benefit from an expanded offer of career guidance and counselling services. Activities in the next period will focus on: i) the provision of technical assistance to the target NES branch office during the implementation of active

labour market programmes; ii) the promotion of the new career guidance tool at national and local levels, as well as the provision of related services to students in the target districts; iii) the development and pilot-testing of competency-based training curricula and competency standards for adult training provision.

- Key input in increasing the capacities of local self-governments in the support of Serbia's EU accession during this reporting period came from the initiative of the Integrated Regional development working group for a study tour. Namely, the study tour organized for the Local Economic Development Offices and Mayors of all municipalities in Pcinja and Jablanica districts to Republic of Poland, enabled the participants to in practice see the projects that are being implemented now there but also got introduced to the pre-accession period projects that involved local self-governments, civil society organizations and private businesses. The Regional development projects have continued to strengthen capacities of all stakeholders involved in the implementation in the reporting skills that in all 12 municipalities in 8 selected projects for funding can be used as a guide to Municipalities of Pcinja and Jablanica districts when applying for EU IPA Cross Border programme where partnership creation is a substantial criterion.
- Cross border programme, reporting towards requests of the programme has been the focus on the recent capacity development of the Centre for Development of Pcinja and Jablanica districts. These continuous capacity building activities are preparing one of the key regional development institutions in South Serbia enabling them with capacities and technical expertise which will besides preparing the Centre itself for EU funds be used to support municipalities to carry out projects and activities that will assist Serbia in its EU accession journey.
- PBILD migration component contributed in the reporting period to improved information for potential migrants through different activities: A) revision of info leaflet for returnees according to the readmission agreement; B) improvement of advisory services for migrants and improvement of outreach services as a part of the social partnership projects. Both activities are relevant for EU integration: improvement of communicability of the municipal service centre, and aim at more appropriate outreach towards migrants and general population affected by migrations. The projects also raise employability of migrants (refugees and IDPS). Fulfilment of obligations for re-admission is a challenge for Serbia as returning migrants often do not have personal documents, and thus struggle to access basic social services, such as health, access to education, social welfare, etc. That is why the PBILD programme invests in improving citizen advisory services through work with partners such as Centres of Social work, CSO-s, health centres, police, etc. Emphasis is on improving access to administrative services and integration of migrant needs in planning procedures that the local government is responsible for. Investment in this sector is very important as the South Serbia region struggles with high emigration rates, which have especially been visible since the visa facilitation was granted to Serbia at the end of 2009.
- Provide an assessment of the programme based on performance indicators as per approved programme document using the template in Section VI, providing clear evidence on the linkages of outputs and outcomes achieved, if applicable.
- Qualitative assessment of overall achievement with reference to the applicable strategic results indicator.

VI. Future Work Plan

- Summarize the projected activities and expenditures for the following reporting period (1 January-31 December 2012), using the lessons learned during the previous reporting period, including outputs that were not achieved in 2011.

Outcome 1 - Community Cohesion and Human Capital: Communities in South Serbia are stronger, more integrated, and better able to reduce inter-ethnic tensions and conflict risk

Output 1.1- Increased confidence of local population in key institutions of local and national government (USD 77,242)

- 8 partnership grants should be finished by the end of August 2012 (e.g. Bakery for single mothers and female social cases should be opened and fully operational, Three Clubs for PWDs should be opened and functional, 20 Roma mediators fully support Roma community in using NES programmes, 4 ecological digital maps created, three LAPs developed).

Output 1.2 - Strengthened inter-ethnic understanding and collaboration among adolescents and young people (planned for 2012 – 122,000 USD)

- Continued advocacy and technical support to municipalities in establishment and capacity building of Youth Offices and Youth Clubs through the development of specific support plans based on needs and their implementation in selected municipalities.
- Providing support to Youth Offices and 3 NGOs in implementation of youth grants that establish youth clubs and projects aiming at increasing participation, inter-ethnic collaboration and social inclusion of the most vulnerable youth. Providing support in strengthening the capacity of YOs to establish voluntary services, in monitoring and evaluation, establishment and management of youth clubs will also be continued.

Outcome 2 - Public Services: More equitable and improved access to public services and welfare benefits (including basic registration documentation, health and education)

Output 2.1 - Municipalities have strengthened ability to formulate, implement and monitor policies in relation to public service provision, and in particular, develop an awareness of the differential impact of policies on different ethnic groups

- During 2012, the established Regional Working Groups through their regular meetings and through the implementation of activities listed in their Action Plans will continue to further connect PBILD with local and regional stakeholders and play a role in activities implementation and identification of needs for interventions. **Integrated Regional Development RWG** will focus its work in identifying, developing and preparing at least three key regional projects. The identified projects will be also inputted into the SLAP database. **Gender Equality RWG** will focus its work in further support to local authorities in establishment and strengthening of local mechanism for gender equality, development and adoption of LAPs on Gender equality and signing of European Charter on Gender Equity by the municipalities. **Environment & Waste Management RWG** will during 2012 implement an awareness raising campaign in Pcinja and Jablanica districts regarding environmental protection. **Migration RWG** will undertake several activities related with migration issues, the group itself will increase their capacities through a study tour organized to share knowledge and best practices from another country. (USD 85,706)
- Revision/development of strategic documents process will continue during 2012 and will be finalized in the second quarter of the year. Adoption of the revised/developed strategic documents by the Municipal Assemblies will be monitored by PBILD. Monitoring and Evaluation handbook will be published and gender and minority rights will be included into the documents. (USD 75,000)
- Continued support to strengthening the capacity of municipal staff in the field of M & E, use of data in reporting, monitoring and evaluation of policies at the local level through the implementation of

the evidence based policy making training, strengthening of M&E capacities of Youth Offices and familiarization with DevInfo municipal profiles. (planned for 2012 - 87,220USD)

Output 2.2 - Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled

- Implementation of the birth registration plan in remaining 2 municipalities: Surdulica and Crna Trava and further providing of free legal assistance to Roma population for civil registration and obtaining personal documents. (planned for 2012 -- 78,000 USD)
- Implementation of trainings for the Roma health mediators and health care workers, development of the Manual for Roma health mediators, further work on the database and Roma health indicators. (planned for 2012 - 123,000 USD)

Output 2.3 Improved quality of public services, especially in those sectors that have potential to increase inter-ethnic dialogue and reduce conflict risk (planned for 2012 – 220,000 USD)

- Improvement of education quality and access to education by strengthening professional competences of teachers and physical conditions in schools. Teachers' competencies will be further strengthened through training in an Active Learning approach to inclusion and expansion of teaching of Serbian as a second language to other schools. Conditions for inclusive education will be improved through small physical adaptation works in schools and provision of assistive technologies and didactic materials.

Outcome 3 - Economic Development: increased overall economic prosperity of the region, and reduced discrepancies in wealth between municipalities, between ethnic groups, and between women and men.

Output 3.1 - The labour market disadvantage of population groups and geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements.

Work in the next period will focus on the design of training curricula, standard and learning packages for the delivery of competency-based training programmes to adults. It is expected that the first training programmes will be ready for pilot-testing in the fall of 2012. (USD 482,728.21)

Output 3.2 - Increased funding for regional and municipal level projects that will impact upon job creation (USD 390,953)

PBILD Regional Development Projects were planned to be finalized during May 2012, but due to administrative and technical difficulties that Municipalities had at the beginning of the implementation of PBILD Regional Development Projects, delays in procurement procedures and the emergency situation declared because of the bad weather will definitely influence the time-frame of projects implementation.

Centre for Development of Pcinja and Jablanica districts will during 2012 utilize the “on the job” learning approach, will continue to receive support in strengthening RDA staff capacities in the field of procurement procedures, application processes for EU funds. Events aiming at strengthening RDA’s advocacy and policy capacities will be organized during 2012 according to the Advocacy action plan previously developed and approved by the Founding Assembly of RDA.

Outcome 4 – Migration Management: Migrants from the region fully participate in the social and economic life of the region and thereby contribute to the development of their wider communities and Serbia's EU integration aspirations. (USD 503,221)

Output 4.1 Municipal Administrative Services better meet the needs of Migrants

Due to approved SDC cost extension for 2012, the migration component will continue with the implementation of the same outputs. Therefore, Citizens` Advisory Services and Social outreach services will be supported by the PBILD programme through the Call for proposal in the first quarter of 2012.

Output 4.2 Municipal Capacity Development to Manage Migration Issues

The continuation will be in the segment of research grants which will be defined in the first quarter and implemented in the period after that. Conferences and seminar are directly linked to this as they will serve as a point for promotion of findings through research grants.

At the end of the programme the repetition of Inclusive Development survey is planned in order to be able to compare data from the beginning of the PBILD programme

Indicate any major adjustments in strategies, targets or key outcomes and outputs planned in 2011

VII. INDICATOR BASED PERFORMANCE ASSESSMENT

	Performance Indicators	Indicator Baselines	Planned Indicator Targets	Achieved Indicator Targets	Reasons for Variance (if any)	Source of Verification	Comments (if any)
Outcome 1:							
Communities in South Serbia are stronger, more integrated and better able to reduce inter-ethnic tensions and conflict risk							
Output 1.1 <i>Increased confidence of local population in key institutions of local and national government</i>							
	Indicator 1.1.1 Degree of confidence of population in the work of the Coordination Body	35% unaware of existence of Co-ordination Body (CB). 38% not at all satisfied with work of the CB. 1.33 average score for trust in the CB (1 lowest, 5 highest)	1. Increase awareness of the CB by 5%. 2. Increase satisfaction with the work of the CB by 5%. 3. Increase trust in the work of the CB to 2.	PBILD grant contract signed with CB for USD 50,000. Activities completed: training on cultural and educational policies for rep. of CB, ANMC, LSGs in April 2011; training for youth from Bujanovac, Presevo and Medvedja on educational policies, Project Cycle Management and internal communication, June 2011. Call for proposals for small projects completed and only 1 project approved (ecology). Contract signed and project implemented. Computer lab for new		Inclusive Development Opinion Survey, baseline Qs: <i>What is your level of satisfaction with the following institutions...? / Do you trust the following institutions...?</i>	

				Faculty of Economy in Bujanovac provided and in function.			
	Indicator 1.1.3 Change in perception of people towards other ethnic groups	% of 'objections' by ethnicity of respondent: * Serb respondents, 44% object to Albanians and 32% to Roma as neighbours; * Albanian respondents, 9% object to Serbs and 8% to Roma as neighbours; * Roma respondents, 21% object to Albanians and 1% to Serbs as neighbours.	Reduce all objections by 3%	A range of activities designed to improve inter-ethnic relations in the area have been implemented: training CSOs on gender and minority rights completed, 8 CSO grants/contracts signed to deal with gender/minority rights issues; TNA for political parties, minority councils, LSG representatives and CB completed, tender advertised, company to deliver training sessions selected, contract signed; inter-ethnic work with youth begun through Youth Office grant scheme; tender for capacity-building for media for conflict-, minority rights- and gender sensitive reporting signed etc.		Inclusive Development Opinion Survey - baseline Q: <i>Did you vote in the last municipal election?</i>	
	CSO grants disbursed - by total value and number of	0	TBD – approx. 10 – 15, dependent on	Training implementer contracted. Capacity building for CSOs held		Training / mentoring implementer reports; PBILD	

	organisations		applications received in February 2011	8 grants awarded; Mentoring & coaching plan developed.		monitoring reports; application / selection / contracting documentation.	
	Number of CSOs supported by mentoring	0	approx. 10 – 15	Projects implementation July 2011 – January 2012 Financial management training of grants completed.		Training / mentoring implementer reports; PBILD monitoring reports; application / selection / contracting documentation.	
	Number of beneficiaries of projects funded by CSO grants disbursed	0	TBD on applications selected in February 2011	Project implementation July 2011 – January 2012 726 women and 383 men are direct beneficiaries of 8 small projects, 162 Serbs, 813 Roma, 22 Albanian and 139 Bulgarian.		Application and grant documentation; grant reports; mentoring and monitoring reports.	
	Number of people trained; Amount of training delivered	0	Approx. 80 local government and 50 civil society training participants – total 130.	TNA for local govt and political parties finalized, tender advertised, contract signed, training activities to start in Jan-Mar 2012		Training providers' reports, verified by PBILD monitoring.	
	Number of people who are involved in	7% respondents are involved	TBD	Capacity building for CSOs held Dec 2010, small grants scheme		Inclusive Development Opinion Survey	

	CSOs / other organisations – gender breakdown	in NGOs – 6% of women, 7% of men		advertised and contracts signed in June 2011; subsequently larger grants advertised and 6 CSOs contracted. CSO mapping and Directory completed. Directory printed and distributed in October 2011.		- baseline Q: <i>Evaluate your activity in the following organisations / associations over the last year; not a member to very active.</i> Pulse survey, indicative Q: <i>In the last six months, have you done any work for, or given any help to, a local association or NGO without being paid for it?</i>	
Output 1.2 <i>Strengthened inter-ethnic understanding and collaboration among adolescents and young people</i>	Indicator 1.2.1. Change in the number of young people who participate in intercultural activities	14% of young people who have contact with other ethnic groups only ‘very rarely (maybe once a year)’. 14% of young people ‘never’ have contact with other ethnic groups.	Decrease these two categories by 5%.	12 Youth offices and 20 NGOs sensitised on youth situation in the region and inter-ethnic relations and to act on change through projects Grants scheme for inter-ethnic relationship-building finalised in May 2011. A call for grants’ proposals advertised on 3 June 2011. Two “info days” for potential		Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012.	

				<p>grants' applicants conducted.</p> <p>Inclusive development social survey report for youth: Youth in south Serbia" promoted in June.10 youth grants approved and implementation of grants begun in late October 2011.</p>			
	Indicator 1.2.2. Number of young people participating in programme activities	0	600 young men and women participate in programme activities	<p>App 50 young people sensitised on local youth policy development, youth situation in two regions, development of youth clubs and volunteering</p> <p>Call for proposals for youth advertised in June 2011.</p> <p>57 young people/representatives (mixed ethnic origin) of YOs participated on trainings for M&E, YC running, peer career counselling and local Voluntary service establishing.</p> <p>App around 50 young people of mixed ethnic origin actively</p>		PBILD reports, Youth Office reports, grantee reports	

				involved in the implementation of grants or included in grants' activities.			
	Indicator 1.2.3. Number of Youth offices established/fully integrated into municipal structures and Number of Youth Clubs fully functional	* 11 of 13 municipalities have youth offices. * 4 of 13 municipalities have documented specific Youth Co-ordinator's position. * 2 of 11 Co-ordinators are permanent municipal employees. * 0 of 13 municipalities have fully functioning Youth Clubs.	Additional 2 Youth Offices fully integrated in municipal structures. 2 Youth Clubs fully functional	1 new Youth Office established in the region (Trgoviste). Advocacy for establishment of remaining YO (Medvedja) continued. Preparation of YO Medvedja establishing is in the final stage. Opening is expected in February/March 2012. Development of plans for supporting of selected municipalities continued. Call for proposals for youth grants and YCs announced in June 2011. Implementation of 10 youth grants started in October 2011. Each of 8 municipalities contributed to the grants through provision of space, equipment and human resources.		PBILD site and monitoring visits and reports, Youth Office reports	

				Supportive capacity building package developed; M&E training for 8 YOs delivered in December 2012; provision of mentoring support in running YC and local Voluntary services started in Nov/Dec 2012 through implementation of two trainings. Training for peer career informers delivered in the last quarter of 2012.			
Outcome 2 Improved and more equitable access to public services and welfare benefits (including basic registration documentation, health and education) reduce feelings of exclusion and inter-ethnic tension							
Output 2.1 <i>Municipalities have strengthened ability to formulate, implement and monitor policies in relation to</i>	Number of participants from municipal organisations and CSOs at [PBILD] training and development opportunities ²	0	365 municipal employees / 135 civil society representatives	346municipal employees / 96 civil society representatives received training from PBILD to date.		Visual confirmation by PBILD team / YO partners / CSO partners at hearings Annual time series data, and comparison	

² A compilation of information on all planned and delivered training across the PBILD programme is used for this indicator.

<i>public service provision, and in particular, develop an awareness of differential impact of policies on different ethnic groups</i>	Number of municipalities with functioning DevInfo system established	0	13 of 13 municipalities have functioning DevInfo system established	M&E training module finalised and trainings delivered in May and June 2011. 47 municipal employees and representatives from Centres for social work from all 13 municipalities successfully completed training on Functional using of data in monitoring and evaluation. Local DevInfo data base introduced to M&E training participants during the training. Draft list of local DevInfo indicators defined by training participants. DevInfo computer equipment delivered to all 13 municipalities. Development of advanced M&E training for evidence based policy making undertaken.		across municipalities Inclusive Development Opinion Survey - baseline Q: <i>Evaluate the availability / access to the following services and institutions; response options.</i> Pulse survey, indicative Q: <i>In the last year, have you had problems accessing health / education / social welfare services?</i>	
Output 2.2	Indicator 2.2.1						
	Number of children (and	n/a	* 600 children / family	Registration and legal assistance support		Training records,	

<p><i>Vulnerable and ethnic minority children have improved access to public services and benefits to which they are entitled [health]</i></p>	<p>family members) who receive identity documents as a % of those who apply for PBILD assistance</p>		<p>members obtain ID documents. * 1,300 procedural documents obtained</p>	<p>through implementing partner (IP) Praxis. Birth registration process initiated in 11 out of 13 municipalities from south Serbia. From the beginning of 2011: 694 clients applied for PBILD assistance; 478 clients received ID documents. 1318 requests to obtain the documents registered ; 870 documents obtained</p>		<p>monitored and compiled by PBILD team</p>	
	<p>Number of children and family members who receive health documents as a % of those who apply for PBILD assistance</p>	n/a	n/a – as uncertain what the level of needs in the area will be.	<p>.Institutional capacity support for Roma Health Mediators and primary health centres started in Dec 2011. Reports will be available in 2012.</p>		<p>IP, Praxis, reports- documentation records. PBILD monitoring.</p>	
	<p>Number of children and family members who receive identity documents as a % of those who are accepted into the procedures</p>	n/a	n/a	<p>From the beginning of 2011: 694 clients applied for PBILD assistance and accepted into the procedure; 478 clients received ID documents. 1318 requests to obtain the documents registered and accepted into the procedure ;</p>		<p>IP, Praxis, reports- documentation records. PBILD monitoring.</p>	

				870 documents obtained.			
	Number of children and family members who receive health documents as a % of those who are accepted into the procedures	n/a	n/a	Institutional capacity support for Roma Health Mediators and primary health centres started in Dec 2011. Report will be available in 2012.		IP, Praxis, reports-documentation records. PBILD monitoring.	
Output 2.3 <i>Improved qualities of public services, especially in those areas that have potential to increase inter-ethnic dialogue and reduce conflict risk [education]</i>	Change in Serbian language ability of non-native Serbian speaking children involved in programme compared to similar children not involved in programme	TBD	TBD	84 teachers from 19 schools from Bujanovac, Presevo, Medvedja, Bosilegrad and Dimitrovgrad successfully completed Active learning training. 90 % of teachers assess the training as very useful or useful; 51 teachers from 17 schools from Bujanovac, Presevo, Medvedja and Bosilegrad successfully completed Supervisory Active Learning training. 100 % of teachers assess the training as very useful or useful. 13 most motivated teachers additionally trained to provide		IP, Praxis, reports-documentation records. PBILD monitoring.	

				support to other teachers in AL methods implementation in schools.			
	Teachers' satisfaction with the progress of their pupils' learning	TBD	TBD	3 training sessions on Supervisory Active learning implemented; 51 teachers from 17 secondary and primary schools participated in training. 13 most motivated teachers additionally trained to provide support to other teachers in AL methods implementation in schools.		PBILD monitoring.	
	% of children of school age enrolled in first year of primary school. By ethnicity, gender and migrant status (IDP)	TBD	TBD	As above.		PBILD to devise assessment methodology	
Output 2.4 <i>Support to capacity development and awareness raising of the role of Ombudsman's Outreach</i>	Public awareness of the existence and role, and trust in the institution of ombudsman	35% unaware of the Ombudsman's existence 40% not at all satisfied with work of Ombudsman	Reduce lack of awareness by 10% Reduce dissatisfaction by 10%	All offices equipped with IT and furniture; Bujanovac office renovated. English language classes ongoing. Two study visits to Sweden and Portugal conducted. Raising awareness		PBILD to devise teacher assessment methodology	

Office in South Serbia				campaign ongoing.			
	Year on year change in the number of Ombudsman registered cases	52 cases from PBILD target region in 2009.	TBD	PBILD grant confirmed with Ombudsman and LoA signed. Staff capacity-building ongoing; 340 contacts with citizens (159 free legal aid requests 159, 66 requests for competent institution, 31 submitted complaints and 84 various consultations provided)			
Outcome 3 <i>Increased overall economic prosperity of the region, and reduced discrepancies in wealth and employment between municipalities, between ethnic groups and between women and men</i>							
	Growth in employment in PBILD municipalities, disaggregated by gender	73,599 people employed in S Serbia in 2009. 38% of women among the employed in the PBILD municipalities.	TBD	Capacity-building process begun with local National Employment Service (NES) branches. Analysis completed and identified employer needs and profiles for vocational training; preparation for training programmes ongoing.		Growth in employment in PBILD municipalities, disaggregated by gender	
	Rate of growth in employment in PBILD municipalities compared to whole Serbia, disaggregated by gender	In 2008, in S Serbia employment decreased by 7.7% (M - 9.1%, F - 5.7%); for whole Serbia, decrease was	TBD	As above.		RSO communication ZP20 provides annual data on employment by municipality. ; National Employment Service.	

		5.5% (M - 6.6% F - 4.1%).					
	Year-on-year growth of GDP in PBILD municipalities	TBD - Information to be collected in the second quarter of 2011	TBD	As above. Also the activities related to regional development noted below – launch of PBILD regional development grants and capacity-building for RDA.		Data available from municipalities; approx 6 months after end of period.	
	Rate of growth of GDP in PBILD municipalities compared to whole Serbia	TBD - Information to be collected in the second quarter of 2011	TBD	As above.		Municipal data available as above; national figures available from RSO, and Ministry of Economy.	
	Citizens' perception of economic situation	14% of respondents described their family's state of living as 'unbearable' 11% described their family as living 'well'	n/a	As above.		Inclusive Development Opinion Survey, baseline Qs: <i>How do you and your family live?</i> (Categories 'Well' to 'Unbearable') Pulse survey, indicative Q: <i>Compared to 2 years ago, does your family live better / worse / the same.. etc.?</i>	
	Citizens' perception of	TBD	n/a	As above.		Pulse survey, indicative Q:	

	economic differences between Belgrade and South Serbia					<i>Compared to 2 years ago, do you think the difference in wealth between Belgrade and South Serbia is bigger / smaller / about the same...?</i>	
	Citizens' perception of job opportunities for young people	TBD	n/a	As above.		Pulse survey, indicative Q: <i>Compared to 2 years ago, do you think young people in the area have better / worse / the same opportunities for work?</i>	
	Citizens' perception of support from Belgrade for economic development	TBD	n/a	As above.		Pulse survey, indicative Q: <i>Do you think the government in Belgrade is helping the economic development of South Serbia a lot / a little / etc....?</i>	
ID Output 3.1 The labour market disadvantage of population groups and	Number of disadvantaged individuals achieving a recognized vocational	0	200	As above, labour market survey confirmed target profiles for vocational courses to be offered. Preparation to launch	.	NES records; training provider records; PBILD monitoring reports	

<i>geographical areas (i.e. municipalities) reduced through more and better access to targeted active labour market programmes that respond to labour market requirements</i>	qualification			training with providers ongoing. NES capacity-building and planning workshops ongoing.			
	Number of disadvantaged individuals covered by the employment services and active labour market programmes organised by the NES local offices (by type of programmes and individual characteristics)	0	200	6 joint educational curricula developed in concerted action between ministry of education and MoERD and MoES. 5 (up to 8) Adult Education and Training Departments of the Ministry of Education and Science entrusted to develop of occupational profiles and training curricula; and conduct TOT for training providers		NES records; training provider records; participating employer records; PBILD monitoring reports.	
	Percentage of disadvantaged individuals, which have received recognised vocational qualifications and participated in active labour market programme, employed in decent work 6	0	TBD, once final programme details confirmed.	79 individuals – youth and prime age workers selected and referred to available employment promotion programmes.		NES records; training provider records; participating employer records; PBILD monitoring reports.	

	months after participation in programmes						
<i>ID Output 3.2 Increased funding for regional and municipal infrastructure projects that will impact on job creation</i>	Number and value (USD) of inter-municipal projects approved for PBILD funds	0	USD 500,000 – approx. 6 projects.	PBILD Regional Development Grants launched Oct 2010; 18 applications received (16 eligible) eight projects selected; 12 municipalities involved in partnerships; initial activities implemented		Applications submitted. Implementing agency (RDA) reports. External monitoring reports. PBILD reporting.	
	Value of funds actually disbursed for inter-municipal projects	0	USD 500,000	USD155,453.32		Financial and contract documentation; project reports.	
	Number of inter-municipal projects completed	0	TBD – pending final project selection, approx. 6.	Contracts signed with six municipalities. Administrative preparation and tax waiver completion ongoing.		Project reports. Implementing agency (RDA) reports. External monitoring reports. PBILD field visits. Information to be collected in 2012.	
	Number of jobs directly created by PBILD-funded inter-municipal projects	0	TBD – pending final selection and targets set in successful applications.	As above.		Project reports. Implementing agency (RDA) reports. External monitoring reports. PBILD	

						field visits. (Additional sources will depend on target jobs to be created.) Data to be collected throughout project implementation and in second quarter 2012.	
<i>ID Outcome 4 Migrants in South Serbia are provided with appropriate support to participate in the social and economic life of the region</i>	Change in employment status of migrant population compared to non-migrant population	49% of migrants unemployed 26% of migrants inactive	Increase migrant employment rates by 5%	13 Social Partnership projects approved/signed/ financial management training held. `The guide book on how to proceed within the integration of returnees` completed/printed and distributed to Pcinja district rep. Training held for Citizens' Assistance Centre (CAC) in October 2011. Ongoing revision of municipal social protection strategies and action plans to include migrant issues.		Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. Inclusive Development Opinion Survey, baseline Qs on economic profile, disaggregated by migrant status.	
	Change in degree of participation of migrants in	18% of migrants a political party member	Increase migrant participation in political	This will be applicable after the implementation of Social Partnership		Inclusive Development Opinion Survey – baseline 2010	

	community activities	7% of migrants a NGO member	parties / NGOs by 5%	projects.		and follow-up 2012. Inclusive Development Opinion Survey, baseline Qs on level of political and civil society activity, disaggregated by migrant status.	
<i>ID Output 4.1 Municipal administrative services better meet the needs of migrants</i>	Number of clients provided with information on migration through PBILD support. ³	0	TBD – on basis of grant proposals selected and capacity-building of CACs.	As above. Launch of PBILD Social Partnership Grants – includes lot specifically designed for advisory services. Additionally, preparation ongoing for new info materials and training for CACs.		PBILD to compile data in quarterly and annual reports as appropriate. CAC records. Grant reports and documentation. Monitoring reports.	Number of clients provided with information on migration through PBILD support. ⁴
	Number of regular beneficiaries of new outreach services	0	TBD – on basis of grant proposals selected.	As above. Launch of PBILD Social Partnership Grants – includes lot specifically designed for social outreach services.		PBILD to compile data in quarterly and annual reports as appropriate. Centre for Social Work records. Grant	

³ Indicator revised in accordance with revisions to original activities approved at October PMC – establishment of two Citizen’s Advisory Bureaux now changed to provision of citizen’s advisory services through PBILD Social Partnership Grants scheme.

⁴ Indicator revised in accordance with revisions to original activities approved at October PMC – establishment of two Citizen’s Advisory Bureaux now changed to provision of citizen’s advisory services through PBILD Social Partnership Grants scheme.

						reports and documentation. Monitoring reports.	
<i>ID Output 4.2 – Capacity development to manage migration issues</i>	Number of people considering migration out of the area as an option	20% considering the idea of migrating away from the area	n/a	As above.		Inclusive Development Opinion Survey – baseline 2010 and follow-up 2012. baseline Q: <i>Have you ever considered moving away because of a job or another reason? Never / Did but gave up the idea / Yes, thinking about it / DK.</i>	

PART II – ANNUAL FINANCIAL REPORT

1. Source and Use of Fund

In 2011 the total amount of funding received from Swiss Agency for Development and Cooperation, Government of Norway and Swedish International Development Cooperation through the pass-through fund mechanism was US\$ 1,772,805. This amount, together with the 2010 Donor's contribution, makes the cumulative total Donor's contribution of US\$ 5,082,542.

Apart from Donor contributions, the Joint Programme also received funds from interest income earned on the balance of funds. "Fund earned interest" comprises two resources of interest income: (1) interest earned on the balance of funds held by the Administrative Agent (AA); and (2) interest earned on the balance of funds held by Participating Organizations where the Financial Regulations and Rules of the Participating Organization permit remittance of interest. By the end of 2011, the fund earned an interest income of US\$ 8,828 and interest from Participating Organizations of US\$ 1,974.

The Administrative Agent fee is charged at the standard rate of 1 percent of donor contributions received. As of 31 December 2011, the cumulative AA fees charges to the Joint Programme (JP) total US\$ 50,825.

Given the 2011 expenditures of US\$ 2,015,397 the remaining cumulative balance with the JP Participating Organizations was US\$ 587,763 at the end of 2011.

Table 1. Source and Use of Fund (in US Dollar)

	Prior Years as of 31 Dec 2010	Current Year Jan-Dec 2011	TOTAL
Sources of Funds			
Gross Donor Contributions	3,309,737	1,772,805	5,082,542
Fund Earned Interest Income	23,497	8,828	32,325
Interest Income received from Participating Organizations	-	1,974	1,974
Refunds by Administrative Agent (Interest/Others)	-	-	-
Other Revenues	-	-	-
Total: Sources of Funds	3,333,234	1,783,606	5,116,840
Use of Funds			
Transfer to Participating Organizations	1,014,656	2,101,753	3,116,409
Refunds received from Participating Organizations	-	(5,000)	(5,000)
Net Funded Amount to Participating Organizations	1,014,656	2,096,753	3,111,409
Administrative Agent Fees	33,097	17,728	50,825
Direct Costs	-	-	-
Bank Charges	-	60	60

Other Expenditures	-	-	-
Total: Uses of Funds	1,047,753	2,114,541	3,162,294
Balance of Funds Available with Administrative Agent	2,285,481	(330,935)	1,954,546
Net Funded Amount to Participating Organizations	1,014,656	2,096,753	3,111,409
Participating Organizations' Expenditure	508,249	2,015,397	2,523,646
Balance of Funds with Participating Organizations	506,407	81,356	587,763

This information is summarized in below in the financial overview table of the Joint Programme.

2. Donor Deposits

There are three main Donors contributing to the SCILD Joint Programme: (1) the Swiss Agency for Development and Cooperation (SDC) with total contribution of US\$750,000; (2) the Government of Norway with total contribution of US\$ 1,878,785; (3) the Swedish International Development Cooperation (SIDA) with total contribution of US\$ 2,453,757, bringing the total fund contributions to US\$ 5,082,542.

This information is summarized in Table 2 below.

Table 2. Donor Contributions (in US dollars)

Donors	Prior Years as of 31 Dec 2010	Current Year Jan-Dec 2011	TOTAL
SWISS AGENCY FOR DEVELOPMENT AND COOPERATION	500,000	250,000	750,000
GOVERNMENT OF NORWAY	1,358,358	520,427	1,878,785
SWEDISH INTERNATIONAL DEVELOPMENT COOPERATION	1,451,379	1,002,378	2,453,757
Total	3,309,737	1,772,805	5,082,542

3. Transfer of Funds

In 2011, the net funded amount was US\$ 2,096,753 bringing the cumulative amount to US\$ 3,111,409. The term “Net funded amount” refers to amounts transferred to a Participating Organization minus refunds of unspent balances from the Participating Organization.

The distribution of approved funding, consolidated by Participating Organization is summarized in Table 3 below.

Table 3. Transfer /Net Funded Amount by Participating Organization (in US dollars)

Participating Organization	Prior Years as of 31 Dec 2010		Current Year Jan-Dec 2011		TOTAL	
	Approved Amount	Net Funded Amount	Approved Amount	Net Funded Amount	Approved Amount	Net Funded Amount
ILO	300,000	300,000	520,020	520,020	820,020	820,020
UNDP	350,000	350,000	1,136,918	1,136,918	1,486,918	1,486,918
UNICEF	364,656	364,656	444,815	439,815	809,471	804,471
Total	1,014,656	1,014,656	2,101,753	2,096,753	3,116,409	3,111,409

4. Delivery

As of 2011, the net funded amount to Participating Organizations was US\$ 3,111,409 and the reported expenditure amounted to US\$ 2,523,646, resulting in a financial delivery rate of 81,11 percent. Financial delivery rates are reflected below in table 4.

Table 4. Financial Delivery Rates (in US dollars)

Joint Programme	Net Funded Amount	Expenditure			Delivery Rate (%)
		Prior Years as of 31 Dec 2010	Current Year Jan- Dec 2011	Total	
JP Serbia SCILD	3,111,409	508,249	2,015,397	2,523,646	81.11
Total	3,111,409	508,249	2,015,397	2,523,646	81.11

5. Expenditure

Detailed expenditures for the Joint Programme are reflected in table 5.1 in the six-category expenditure format, as prescribed by the UNDG and “2011 Supplemental Financial Reporting Specifications for Participating Organizations”. The highest expenditure category is “Personnel” (40.51 percent) which refers to JP staffing costs. Second highest category is “Contracts” (31.61 percent) and includes all payments for legally binding contractual obligations. “Other direct costs” (13.38 percent) is the third highest followed by the “Supplies, Commodities, Equipment and Transportation” (12.18 percent) category.

Table 5.1 below shows the expenditure amounts broken down by category.

Table 5.1. Expenditure by Category (in US dollars)

Category	Expenditure			% of Total Programme Costs
	Prior Years as of 31 Dec 2010	Current Year Jan-Dec 2011	Total	
Supplies, Commodities, Equipment and Transport	38,641	248,663	287,304	12.18
Personnel	240,286	715,049	955,336	40.51
Training of Counterparts	5,177	49,515	54,692	2.32
Contracts	164,007	581,514	745,521	31.61
Other Direct Costs	26,893	288,783	315,676	13.38
Programme Costs Total	475,004	1,883,524	2,358,529	100.00
Indirect Support Costs	33,244	131,873	165,117	7.00
Total	508,249	2,015,397	2,523,646	

As shown in Table 5.2, UNDP has the highest delivery rate (97.82 percent) against net funded amount received in 2010 and 2011 and has also the greatest share in total expenditures (US\$ 1,454,556). UNICEF follows UNDP with a delivery rate of 67.76 percent against net funded amount and with second highest expenditure amount of US\$ 545,140. ILO’s total expenditure amount is US\$ 523,950 with a delivery rate of 63.89 percent.

Table 5.2. Financial Delivery Rates by Participating Organization (in US dollars)

Joint Programme Title	Participating Organization	Total Approved Amount*	Net Funded Amount	Total Expenditure	Delivery Rate (%)
JP Serbia SCILD	ILO	1,010,409	820,020	523,950	63.89
	UNICEF	1,367,621	804,471	545,140	67.76
	UNDP	2,388,559	1,486,918	1,454,556	97.82
Total		4,766,589	3,111,409	2,523,646	81.11

*Includes future years

As reflected in Table 5.3 the highest expenditure amount was incurred by UNDP in the “Personnel” category (US\$ 632,723)), followed by ILO in the “Contracts” category (US\$273,730) and UNDP under “Other Direct Costs” (US\$272,203).

Table 5.3. Expenditure by Participating Organization, with breakdown by category (in US dollars)

Participating Organization	Net Funded Amount	Total Expenditure	Expenditure by Category							% of Programme Costs
			Supplies, Commodities, Equip & Transport	Personnel	Training of Counter-parts	Contracts	Other Direct Costs	Total Programme Costs	Indirect Support Costs	
ILO	820,020	523,950	5,945	165,674	19,307	273,730	25,018	489,674	34,276	7.00
UNDP	1,486,918	1,454,556	227,731	632,723	-	226,722	272,203	1,359,378	95,177	7.00
UNICEF	804,471	545,140	53,628	156,939	35,385	245,070	18,455	509,477	35,363	7.00
Total	3,111,409	2,523,646	287,304	955,336	54,692	745,521	315,676	2,358,529	165,117	7.00

6. Transparency and accountability

The MPTF Office continued to provide information on its GATEWAY (<http://mptf.undp.org>)—a knowledge platform providing real-time data, with a maximum two-hour delay, on financial information from the MPTF Office accounting system on donor contributions, programme budgets and transfers to Participating UN Organizations. All narrative reports are published on the MPTF Office GATEWAY which provides easy access to nearly 8,000 relevant reports and documents, with tools and tables displaying financial and programme data. By providing easy access to the growing number of progress reports and related documents uploaded by users in the field, it facilitates knowledge sharing and management among UN Organizations. It is designed to provide transparent, accountable fund-management services to the UN system to enhance its coherence, effectiveness and efficiency. The MPTF Office GATEWAY has been recognized as a ‘standard setter’ by peers and partners.